



**Life Sciences and
Facility Management**

**Institute of
Facility Management**

**Service Catalogue for
Non-medical Services in
Hospitals LekaS**

Version 2.0

**Translation of the
German original**

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Publisher:

Zurich University of Applied Sciences
Institute of Facility Management
Campus Grüental / Postfach
8820 Wädenswil
www.zhaw.ch/ifm/fm-healthcare

December 2019

Table of contents

Introduction

Preface / Starting position.....	5
Changes compared to version 1.0.....	6
Target group, Goal and Content of LekaS.....	6
Delimitation, Use and Availability of LekaS.....	7
Feedback, Outlook, Contact.....	8
Basis for the classification of service levels in hospitals.....	9
Allocation model medical and non-medical services in hospitals Version 4.1.....	10
Service allocation model for non-medical services in hospitals (LemoS) Version 4.1.....	11

Catalogue contents

Overview catalogue structure Strategic management services.....	12
Overview catalogue structure Management support services.....	13
Overview catalogue structure Non-medical support services.....	15
Strategic management services - Overview.....	21
Area Sustainability.....	23
Area Quality management.....	24
Area Risk management.....	27
Area Corporate identity.....	30
Area Resources/Sourcing management.....	31
Area Asset/Portfolio strategy.....	32
Area ICT management.....	34
Management support services - Overview.....	35
Area Finance & Controlling.....	37
Area Human Resource Management.....	40
Area Legal counsel & contracts.....	43
Area Marketing & Communication.....	45
Area Secretarial services.....	47
Area ICT services.....	49

Table of contents

Non-medical support services - Overview.....	63
Area Logistics.....	65
Area Infrastructure.....	85
Area Hygiene, Safety & Security.....	100
Area Hotel services.....	115
Tactical resource management.....	130
Project management.....	132

Appendix

Sources.....	134
Index.....	145
Changes compared to version 1.0.....	150

Introduction **Preface / Starting position**

Version 1.0 of the Service Catalogue for Non-medical Support Services in Hospitals was published in 2015 (www.zhaw.ch/ifm/fm-healthcare/lekas-e). The publication was the result of several year of interdisciplinary development cooperation of the Think Tank “fm in healthcare” Since then, LekaS has been applied as a conceptual basis in projects in different healthcare contexts and organisations. This practical application has revealed a need for various additions and specifications and a few corrections. These are included in this presented version 2.0. In particular, a harmonisation with the process model for non-medical support services in hospitals (PromoS), which has been developed in the meantime, was carried out. Sincere thanks to all those who have provided feedback!

The following aspects remain the unchanged in version 2.0:

- the introduction of the document follows the same logic: introduction, catalogue tables, appendix
- the conceptual basis, in line with norm «SN EN 15221-4 (2011) Facility Management: Taxonomy, Classification and Structures in Facility Management» with the corresponding numbering IDs*

*numbering-ID:

The numbering within the norm is, unfortunately, not consistently logical/hierarchical. Already in version 1.0, an own unique numbering system was considered, however this was rejected for various reasons. The numbering is therefore to be seen as a specific ID and not as a logical structuring element.

Introduction **Changes compared to version 1.0**

The following aspects are **different compared to the previous version:**

- Because the management (support) services are showed more in detail, the title has been adapted accordingly
- The original citations of the norm SN EN 15221-4 on the left side in version 1.0 was omitted. Naturally, the sources are still referenced but without the original citations.
- Thereby, the first column «Comments on what had been adapted compared to the norm» could be also be dropped.
- Within the strategic management services and their support services, the definitions were written more holistically and thus the specific restrictions on non-medical support services were not longer valid.
- Management support services, and particularly ICT services, were defined in more detail.

The following aspects were **newly added:**

- Listing according to the content-related logic
- New, previously missing services based on PromoS (www.zhaw.ch/ifm/fm-healthcare/remos/en)
- The amendments compared to version 1.0 are listed in the appendix, highlighted in red.

The following aspects were **corrected:**

- content/textual errors

Some aspects were **omitted:**

- Some services could be dropped – the specific justification is indicated in the appendix

The list of all amendments made can be seen in the appendix.

Introduction **Target group, Goal and Content of LekaS**

Target Group of LekaS

LekaS is the basis for all strategically, tactically and operatively active people in the context of non-medical services in hospitals and largely also for other healthcare organisations.

Goal and Benefit of LekaS

LekaS offers a clear and comprehensive designation, definition and distinction of the non-medical services in hospitals.

This information fosters a common, interdisciplinary, intra- and inter-organisational understanding of the kind and scope of services. This is therefore the basis for

- the definition of clear and comparable service level agreements (SLAs)
- making detailed process descriptions and improvements thereto
- systematic discussion of interrelationships and interdependencies between strategic, tactical and operational levels
- increasing financial transparency and thereby
- the development and implementation of meaningful benchmarking approaches
- having well-founded bases available when discussing cost reduction measures
- developing Good Practice approaches

Content of LekaS

LekaS as a catalogue lists the services in the non-medical area in detail and differentiates them from each other.

LekaS is explicitly and thoroughly focuses on:

- result-oriented service descriptions and contents (without process definitions, organisational or financial aspects)
- the operational phase (without the building phase or projects)

Introduction **Delimitation, Use and Availability of LekaS**

What LekaS is not

- LekaS does not provide information regarding key performance indicators, or key figure parameters and is therefore not yet a concrete KPI basis for benchmarking. (for this purpose, cf. KenkaS <https://www.zhaw.ch/en/lspm/institutes-centres/ifm/about-us/hospitality-management/fm-in-health-care/remos/kenkas/>)
- LekaS is not cost-oriented view and does not answer any question on cost allocation of the services described
- LekaS is not a process view (for this purpose, cf. <https://www.zhaw.ch/en/lspm/institutes-centres/ifm/about-us/hospitality-management/fm-in-health-care/remos/promos/>)
- LekaS does not give any suggestions on product bundling, outsourcing possibilities or the setup of SLAs
- LekaS is not an organisational view – it is deliberately not defined who carries out the described services.
- LekaS is a catalogue and not a model.

Use of LekaS

The catalogue is a tabular listing. The tables include the following columns:

- description of service in the sense of result-oriented services
- explicit service number/ID
- general description, specifically adapted to the service perspective in the hospital context
- explicitly included services
- explicitly excluded services
- applicable notes / supplements to a service in the healthcare context
- applicable publicly available source on which the content is based

Availability

LekaS 20 as a catalogue and its corresponding listing in the Excel format are freely available under www.zhaw.ch/ifm/fm-healthcare/lekas-e and can be applied in practice and adapted to specific needs.

Introduction **Feedback, Outlook, Contact**

Feedback

Suggestions for improvement or corrections as well as positive feedback is welcome at the Institute of Facility Management (IFM) of the Zurich University of Applied Sciences (ZHAW) (cf. Contact below). The plan is to continuously update and improve the service catalogue.

Outlook

The ZHAW IFM has already initiated or planned different projects in the context of developing non-medical services in hospitals (cf. Delimitations). Anyone interested is invited to get in touch with the IFM (see Contact below), both, with specific questions or project input.

Contact

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Introduction **Basis for the classification of service levels in hospitals**

In order to illustrate the classification system with respect to the different service levels in a hospital, a corresponding logic of delimitation was derived. It is shown in Illustration 1 and explained in detail by Gerber & Läubli (2014)

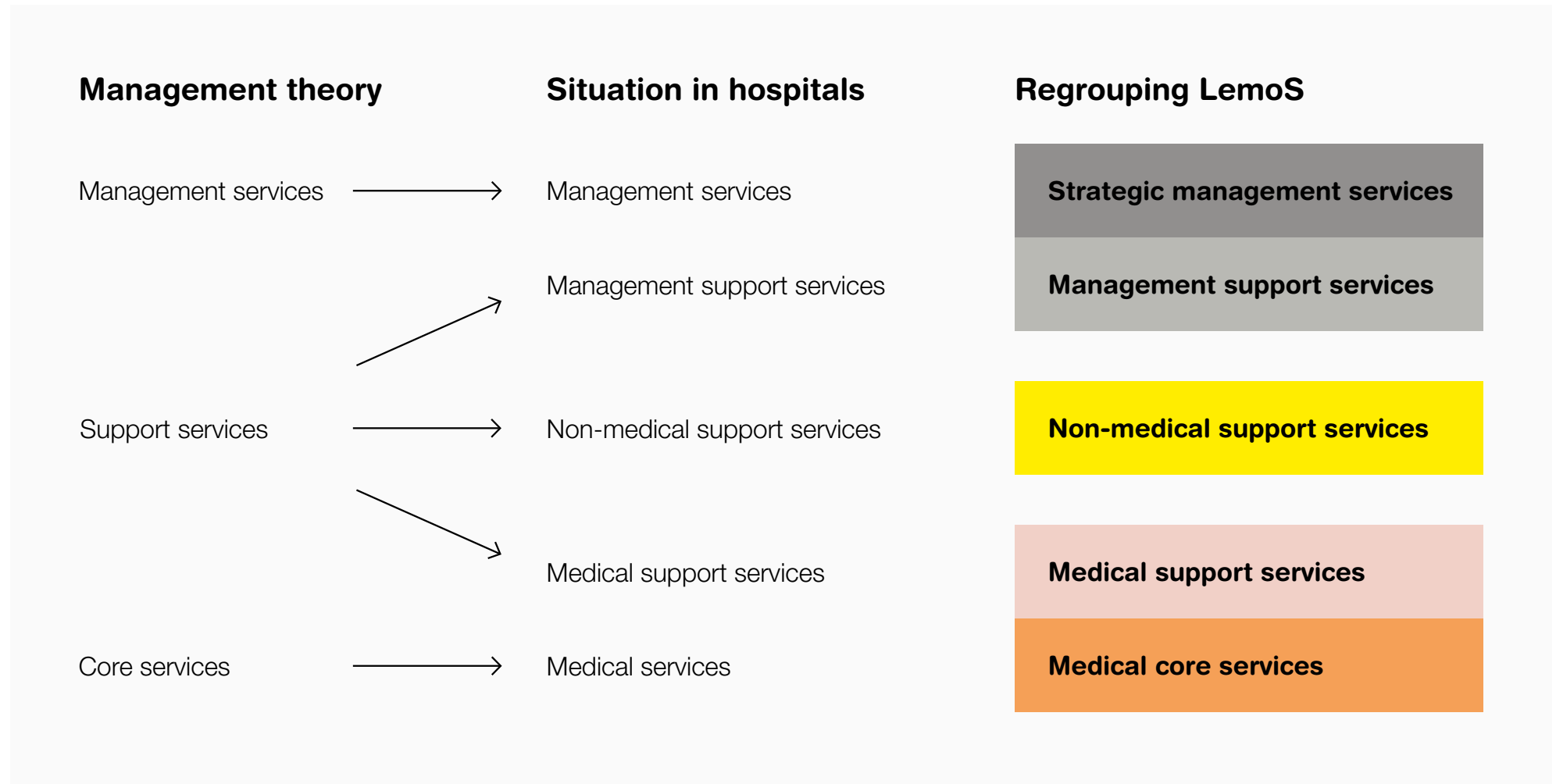


Figure 1: New arrangement of the service levels in hospitals (Source: Gerber & Läubli, 2014)

Introduction Allocation model medical and non-medical services in hospitals Version 4.1

The illustration of the classification of service levels in hospitals has been adapted several times. Here, an additional small correction in terms of area definitions has been made: Facility Services has been changed to Hygiene, Safety & Security. In addition, the Management support services have been supplemented in line with the update in the catalogue.

<p>Strategic management services</p> <p>Sustainability Quality management Risk management Corporate identity Resources/Sourcing management Asset/Portfolio strategy ICT management</p>					
<p>Management support services</p> <p>Finance & Controlling Human Resource Management Legal counsel & contracts Marketing & Communication Secretarial services ICT services</p>					
<p>Non-medical support services</p> <p style="text-align: center;">Tactical resource management</p> <table border="0" style="width: 100%;"> <tr> <td data-bbox="91 719 539 922"> <p>Logistics Procurement Storage Transport services & distribution Disposal & Recycling</p> </td> <td data-bbox="539 719 1010 922"> <p>Infrastructure Operation & preventative maintenance Space management & provision Supply and disposal of energy & water</p> </td> <td data-bbox="1010 719 1480 922"> <p>Hygiene, Safety & Security Cleaning & Disinfection Preparation of medical products Ensuring of health & safety Security</p> </td> <td data-bbox="1480 719 1921 922"> <p>Hotel services Catering Provision of textiles Accommodation management & operation of properties Various hotel services</p> </td> </tr> </table>	<p>Logistics Procurement Storage Transport services & distribution Disposal & Recycling</p>	<p>Infrastructure Operation & preventative maintenance Space management & provision Supply and disposal of energy & water</p>	<p>Hygiene, Safety & Security Cleaning & Disinfection Preparation of medical products Ensuring of health & safety Security</p>	<p>Hotel services Catering Provision of textiles Accommodation management & operation of properties Various hotel services</p>	<p>Project management</p>
<p>Logistics Procurement Storage Transport services & distribution Disposal & Recycling</p>	<p>Infrastructure Operation & preventative maintenance Space management & provision Supply and disposal of energy & water</p>	<p>Hygiene, Safety & Security Cleaning & Disinfection Preparation of medical products Ensuring of health & safety Security</p>	<p>Hotel services Catering Provision of textiles Accommodation management & operation of properties Various hotel services</p>		
<p>Medical support services</p> <p>Pharmacy, Laboratory, Pastoral Care & Social Service, Research & Teaching, Patient Scheduling Services (incl. Patient Administration, Bed & Patient Scheduling)</p>	<p>Project management</p>				
<p>Medical core services (according to DIN 13080:2016-06)</p> <p>Diagnostic and Therapy: Emergency, Outpatient Clinic, Medical Services, Functional Diagnostics, Endoscopy, Laboratory Medicine, Diagnostic Imaging and Interventional Radiology, Nuclear Medicine, Surgery, Childbirth, Radiology, Supporting Treatments, Morgue/Pathology</p> <p>Care: General Care, Maternity and Post-Natal Care, Intensive-Care, Dialysis, Paediatrics, Isolation Nursing, Care of the Mentally Ill, Nuclear Medicine Care, Care on Admission, Geriatric Care, Day Clinic, Palliative Medicine, Rehabilitation, Comfort Ward</p>	<p>Project management</p>				

Figure 2: Allocation model medical and non-medical services in hospitals, Version 4.1

Introduction **Service allocation model for non-medical services in hospitals (LemoS) Version 4.1**

Corresponding to the updates undertaken in Figure 2, the Service allocation model for non-medical services in hospitals (LemoS) has been adapted, as illustrated in Figure 3.

<p>Strategic management services</p> <p><u>Sustainability</u> Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities</p> <p><u>Quality management</u> Quality mgmt. strategy; Defining standards & guidelines; Process-; Structure/Potential-; Result quality mgmt.</p> <p><u>Risk management</u> Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.</p> <p><u>Corporate identity</u> Corporate identity strategy</p> <p><u>Resources/ Sourcing management</u> Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support</p> <p><u>Asset/ Portfolio strategy</u> Business model development-; Financing -; Investment -; Portfolio -; Multi-portfolio mgmt. - & programm mgmt. -; Cooperation -; Research & development strategy</p> <p><u>ICT management</u> ICT mgmt. strategy</p>			Project management
<p>Management support services</p> <p><u>Finance & Controlling</u> External accounting/ Financial accounting; Internal accounting/Controlling, Reporting</p> <p><u>Human Resource Management</u> Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development</p> <p><u>Legal counsel & contracts</u> Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities</p> <p><u>Marketing & Communication</u> Marketing & Communication serv.</p> <p><u>Secretarial services</u> Secretarial services; Translations; Reprographics; Travel serv.</p> <p><u>ICT services</u></p> <p>ICT workplace services Elektronic workplace-; Telephony/(smart) device serv.</p> <p>Medical business process application services (HIS) Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv.</p> <p>Non-medical management & support application services Strat. mgmt. decision support appl. serv.; ERP appl. serv.</p>			
<p>Non-medical support services</p> <p><u>Logistics</u></p> <p><u>Procurement</u> Internal ordering; Operational-; Tactical procurement</p> <p><u>Storage</u> Inspection of incoming goods; Warehouse mgmt.; Order-picking</p> <p><u>Transport services & distribution</u> External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt.</p> <p><u>Disposal & Recycling</u></p> <p style="text-align: center;">Tactical resource management</p> <p><u>Infrastructure</u></p> <p><u>Operation & preventative maintenance</u> Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations</p> <p><u>Space management & provision</u> Space (accomodation) provision & mgmt.; Property administration; Provision of workplaces</p> <p><u>Supply and disposal of energy & water</u></p> <p><u>Hygiene, Safety & Security</u></p> <p><u>Cleaning & Disinfection</u> Routine -; Intermediate -; Basic -; Special cleaning</p> <p><u>Preparation of medical products</u> Sterilization serv.</p> <p><u>Ensuring of health & safety</u> Ensuring workplace safety & health protection</p> <p><u>Security</u> Securing people; Fire -; Object -; Information protection</p> <p><u>Hotel services</u></p> <p><u>Catering</u> Patient & resident -; Staff -; Guest catering; Vending serv.; External&Event Catering</p> <p><u>Provision of textiles</u> Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's -; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties</p> <p><u>Accommodation management & operation of properties</u> Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt.</p> <p><u>Various hotel services</u> Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks & shops; Childcare; Non-medical patient support; Non-medical library & archives</p>			

Figure 3: Service Allocation model for non-medical services in hospitals (LemoS) Version 4.1

The catalogue structure aligns with the (subject-)areas shown in LemoS 4.1

Strategic management services 9000	22
Sustainability 9100	23
Life cycle planning /engineering 9110	23
Environmental management system 9180	23
Energy management 9190	23
Environmental protection activities 2130	23
Quality management 9200	24
Quality management strategy 9291	24
Defining standards and guidelines 9210	25
Process quality management 9290	25
Structure/Potential quality management 9292	25
Result quality management 9293	26
Risk management 9300	27
Risk management policy 9310	27
Error management 9310.10	27
Contingency planning for extraordinary incidents 9390	27
Dealing with major incidents 9390.10	27
Dealing with special situations 9390.20	28
Dealing with extraordinary situations (catastrophes) 9390.30	28
Dealing with external hazardous situations 9390.40	28
Dealing with biological hazardous situations 9390.50	28
Dealing with chemical hazardous situations 9390.60	28
Dealing with internal hazardous situation 9390.70	29
Corporate identity 9400	30
Corporate identity strategy 9490	30
Resources/Sourcing management 9500	31
Strategic resource management 9591	31
Pricing/Negotiation strategy 9592	31
Innovation support 9410	31
Asset/Portfolio strategy 9600	32
Business model development strategy 9690	32
Financing strategy 9620	32

Investment strategy 9691	32
Portfolio strategy 9692	32
Multi-portfolio management / project portfolio management & program management strategy 9693	33
Cooperation strategy 9694	33
Research & development strategy 9695	33

ICT management 9700	34
ICT management strategy 9710	34

Catalogue contents **Overview catalogue structure Management support services**

The catalogue structure aligns with the (subject-)areas shown in LemoS 4.1

Management support services 2500	36	Patents and copyrights 2532	43
		Insurance 2533	43
		Contracts management 2534	44
		Representation before courts & authorities 2530.10	44
		Invoicing legal advice & contract management services 2530.20	44
		Quality management of legal advice & contract services 2530.30	44
		Quality inspection of legal advice & contract services 2530.31	44
		Quality assurance / need for adjustments to legal advice & contract services 2530.32	44
Finance & Controlling 2510	37	Marketing & Communication 2540	45
Performance planning Finance & Controlling 2510.01	37	Service planning Marketing & Communication 2540.01	45
Management of Finance & Controlling assignments 2510.02	37	Management of Marketing & Communication assignments 2540.02	45
External accounting/Financial accounting 2511	37	Marketing & Communication services 2540.10	45
Internal accounting/Controlling, Reporting 2513	38	Billing Marketing & Communication services 2540.20	45
Accounting of Financial & Controlling services 2510.10	38	Quality management of Marketing & Communication services 2540.30	46
Quality management of Finance & Controlling services 2510.20	38	Quality inspection of Marketing & Communication services 2540.31	46
Quality inspection of Finance & Controlling services 2510.21	38	Quality assurance / need for adjustments to Marketing & Communication services 2540.32	46
Quality assurance / need for adjustments of Finance & Controlling services 2510.22	39	Secretarial services 2560	47
Human Resource Management 2520	40	Secretarial service planning 2560.01	47
Performance planning Human Resources 2520.01	40	Management of secretarial services assignments 2560.02	47
Management of Human Resources assignments 2520.02	40	Secretarial services 2560.10	47
Personnel administration 2521	40	Translations 2560.20	47
Personnel planning 2520.90	40	Reprographics 2421	47
Personnel controlling 2520.91	40	Travel services 2442	47
Recruiting/Dismissal 2522	41	Settlement of secretarial services 2560.30	47
Human Resources management 2520.92	41	Quality management of secretarial services 2560.40	47
Employee assessment / surveys 2520.93	41	Quality inspection of secretarial services 2560.41	48
Personnel training & development 2523	41	Quality assurance / need for adjustments to secretarial services 2560.42	48
Accounting for Human Resources 2520.94	42		
Quality management of Human Resources services 2520.95	42		
Quality inspection of Human Resources services 2520.96	42		
Quality assurance / need for adjustments to Human Resources services 2520.97	42		
Legal counsel & contracts 2530	43		
Service planning legal advice & contract management 2530.01	43		
Management of legal advice & contract management assignments 2530.02	43		
Legal advice 2531	43		

ICT services 2300	49	Medical / therapeutic / nursing decision support application services 2374	56
Service planning ICT services 2300.01	49	Medical decision support module services 2374.10	57
Management of ICT services assignments 2300.02	49	Therapeutic decision support module services 2374.20	57
ICT workplace services 2360	49	Nursing decision support module services 2374.30	57
Electronic workplace services 2361	49	Non-medical management & support application services 2380	57
Standard electronic workstation services (physical) 2361.10	49	Strategic management decision support applications services 2381	57
Electronic special workplace services (physical) 2361.20	50	Business economic strategic management decision support module services 2381.10	58
Virtual workplace services 2361.30	50	Medical-therapeutic-nursing-strategic management decision support module services 2381.20	58
ICT user services 2361.40	50	Enterprise Resource Planning application services (ERP) 2382	58
Telephony/Smart device services 2362	51	Finance & Controlling module services 2382.01	58
Telephony services 2362.10	51	Human Resources module services 2382.02	59
Device services 2363	51	Legal advice & contract management module services 2382.03	59
Multifunction device services 2363.100	51	Marketing & Communication module services 2382.04	59
Individual printer services 2363.20	51	Secretariat module services 2382.05	59
Other device services 2363.30	52	ICT service management module services 2382.06	59
Medical business process application services (HIS) 2370	52	Logistics administration module services 2382.07	60
Patient dossier management & documentation application services 2371	52	Infrastructure management module services 2382.08	60
Patient admission module services 2371.10	53	Safety & Security management module services 2382.09	60
Medical/therapeutic/nursing treatment planning & documentation module services 2371.20	53	Hygiene management module services 2382.10	61
Medical service recording for billing module services 2371.30	53	Hotel business module services 2382.11	61
Diagnostic application services 2372	54	Project management module services 2382.12	61
Radiology Information System (RIS) 2372.10	54	Billing for ICT services 2300.10	61
Picture Archiving & Communication System (PACS) 2372.20	54	Quality management of ICT services 2300.20	61
Laboratory Information System (LIS) 2372.30	55	Quality inspection of ICT services 2300.21	61
Patient related resource planning application services 2373	55	Quality assurance / need for adjustments to ICT services 2300.22	62
Service Entry in Nursing (LEP) module services 2373.10	55		
Bed scheduling / occupancy management module services 2373.20	55		
Patient scheduling module services 2373.30	55		
Treatment room planning module services 2373.40	56		
Device planning module services 2373.50	56		
Pharmacy system 2373.60	56		

Catalogue contents **Overview catalogue structure Non-medical support services**

The catalogue structure aligns with the (subject-)areas shown in LemoS 4.1

Non-medical support services 1990.01	64	Management of warehouse assignments 2490.02.....	72
Logistics 2400	66	Inspection of incoming goods 2490.10.....	72
Procurement 2550	67	Warehouse management 2490.20	72
Procurement performance planning 2550.90.....	67	Inventory management of medical material 2490.21.....	72
Management of procurement assignments 2550.91.....	67	Stock management of non-medical material 2490.22.....	73
Internal ordering 2550.92	67	Storage management of dangerous goods 2490.23.....	73
Internal ordering material & services medical 2550.93.....	67	Order-picking 2490.30	73
Internal ordering material & services non-medical 2550.94.....	67	Picking of medical material 2490.31.....	73
Operational procurement 2551	67	Picking non-medical material 2490.32.....	74
Operational medical procurement 2551.10	68	Picking of dangerous goods 2490.33.....	74
Operational procurement of medical material & medicines		Settlement of warehouse services 2490.40.....	74
2551.11.....	68	Quality management of warehouse services 2490.50.....	74
Operational procurement of medical services 2551.12.....	68	Quality inspection of warehouse services 2490.51.....	74
Operational non-medical procurement 2551.20	68	Quality assurance / need for adjustments to warehouse	
Operational procurement of non-medical material 2551.21.....	68	services 2490.52.....	74
Operational procurement of non-medical services 2551.22.....	68	Transport services & distribution 2443	75
Tactical procurement 2552	69	Transport capacity & provision planning 2443.01.....	75
Tactical medical procurement 2552.10	69	Management of transport services & provisioning	
Tactical procurement of medical materials and medicines		assignments 2443.02.....	75
2552.11.....	70	Transport of people 2443.10	75
Tactical procurement of medical services 2552.12.....	70	External people transport services 2443.11.....	75
Tactical non-medical procurement 2552.20	70	Internal people transport services 2443.12.....	75
Tactical procurement of non-medical material 2552.21.....	70	Transport services & distribution 2443.20	75
Tactical procurement of non-medical services 2552.22.....	70	External transport & distribution of non-dangerous goods	
Settlement of procurement services 2550.95.....	70	2443.21.....	75
Quality management of procurement services 2550.96.....	70	External transports & distribution of dangerous goods	
Quality inspection of procurement services 2550.97.....	71	2443.22.....	76
Quality assurance / need for adjustments to procurement		External transport & distribution of anesthetics 2443.23.....	76
services 2550.98.....	71	Internal transport & distribution of non-dangerous goods	
Storage 2490	72	2443.24.....	76
Warehouse performance planning 2490.01.....	72	Internal transport & distribution of dangerous goods 2443.25.....	76

Internal transport & distribution of anesthetics (controlled substances) 2443.26.....	76	Billing for waste disposal & recycling services 1173.40.....	83
Post room and internal distribution 2422.....	77	Quality management of disposal & recycling services 1173.50.....	84
Relocations 2430.....	77	Quality inspection of disposal & recycling services 1173.51.....	84
Fleet management 2441.....	77	Quality assurance / need for adjustments to disposal & recycling services 1173.52.....	84
Invoicing transport & distribution services 2443.30.....	77	Infrastructure 1000.90	86
Quality management of transport & distribution services 2443.40.....	77	Operation & preventative maintenance 1160	87
Quality inspection of transport & distribution services 2443.41.....	78	Operation & maintenance service performance planning 1160.01.....	87
Quality assurance / need for adjustments to transport & distribution services 2443.42.....	78	Management of operation & maintenance service assignments 1160.02.....	87
Disposal & Recycling 1173	79	Operation & maintenance of immovable non-medical property, plant and equipment 1190	87
Disposal & Recycling service planning 1173.01.....	79	Operation of buildings 1162.....	87
Management of waste management & recycling assignments 1173.02.....	79	Preventative structure maintenance 1163.....	88
Disposal of non-sector-specific recyclables 1173.10	80	Technical building equipment operation 1164.....	88
Disposal of recyclable materials 1173.11.....	80	Technical building equipment preventative maintenance 1165.....	88
Disposal of green waste 1173.12.....	80	Operation & maintenance of immovable medical property, plant and equipment 1191	88
Disposal of electric waste 1173.13.....	80	Operation of medical-technical non-mobile operating equipment 1191.10.....	89
Disposal of industrial waste 1173.14.....	80	Maintenance of medical-technical non-mobile operating equipment 1191.11.....	89
Disposal of data-sensitive documents & data carriers 1173.15.....	81	Operation & maintenance of medical movables 1192	89
Disposal of hospital specific waste 1173.20	81	Operation of medical movables 1192.10.....	90
Disposal of unproblematic medical waste (household garbage) 1173.21.....	81	Preventative maintenance of medical movables 1990.10.....	90
Disposal of liquid waste 1173.22.....	81	Maintenance of non-medical medical movables 1193	90
Disposal of body parts, organs and tissue, („Pathology waste“) 1173.23.....	82	Maintenance of furniture 1430.....	90
Disposal of waste with blood, excretions & secretions with contamination risks 1173.24.....	82	Maintenance of plants & flowers 1431.....	90
Disposal of waste with danger of injury / sharps 1173.25.....	82	Maintenance of works of art 1440.....	91
Disposal of expired drugs 1173.26.....	82	Maintenance of signage 1449.10.....	91
Disposal of cytostatics waste 1173.27.....	82	Maintenance of decoration 1449.20.....	91
Disposal of infectious waste 1173.28.....	83	Operation & maintenance outdoors 1200	91
Disposal of chemical waste 1173.29.....	83	Operating & preventative maintenance of land, site and lot 1210.....	92
Disposal of radioactive waste 1173.30.....	83	Operating and preventative maintenance of additional space on site 1220.....	92

Catalogue contents **Overview catalogue structure Non-medical support services**

Operating and preventative maintenance of parking facilities 1230.....	92	Energy sources 1171.....	97
Helpdesk & Janitor services 1161.....	93	Provision of heating 1171.10.....	97
Occupier fit out & adaptations 1410.....	93	Provision of cooling 1171.20.....	98
Accounting for operation & maintenance services 1160.10.....	93	Provision of electricity 1171.30.....	98
Quality management of operation & maintenance services 1160.20.....	93	Supply and disposal of water 1172.....	98
Quality inspection of operation & maintenance services 1160.21.....	93	Waste water treatment & disposal 1172.10.....	98
Quality assurance / need for adjustments to operation & maintenance services 1160.22.....	93	Billing for energy supply & water supply / disposal services 1170.10.....	98
Space management & provision 1420.....	94	Quality management energy & water supply / disposal services 1170.20.....	99
Space management & provision service planning 1420.01.....	94	Quality inspection of energy & water supply / disposal services 1170.21.....	99
Management of space management & provision service assignments 1420.02.....	94	Quality assurance / need for adjustments to energy & water supply / disposal services 1170.22.....	99
Space (accommodation) provision & management 1100.....	94	Hygiene, Safety & Security 1300.90.....	101
Property administration 1140.....	94	Cleaning & Disinfection 1300.....	102
Property letting to third parties 1140.10.....	95	Cleaning & Disinfection services planning 1300.01.....	102
Property renting from third parties 1140.20.....	95	Management of Cleaning & Disinfection service assignments 1300.02.....	102
Internal leasing management 1140.30.....	95	Routine cleaning 1310.....	102
Property bookkeeping 1140.40.....	95	Routine cleaning of surfaces close to patients 1310.10.....	102
Provision of workplaces 1400.....	96	Routine cleaning of surfaces distant from patients 1310.20.....	103
Billing for space management & provision services 1420.10.....	96	Intermediate cleaning (periodic value maintaining cleaning) 1330.....	103
Quality management of space management & provision services 1420.20.....	96	Intermediate cleaning of surfaces close to patients 1330.10.....	103
Quality inspection of space management & provision services 1420.21.....	96	Intermediate cleaning of surfaces distant from patients 1330.20.....	103
Quality assurance / need for adjustments to space management & provision services 1420.22.....	96	Basic cleaning 1340.....	103
Supply and disposal of energy and water 1170.....	97	Basic cleaning of surfaces close to patients 1340.10.....	104
Energy supply & water supply / disposal service planning 1170.01.....	97	Basic cleaning of surfaces distant from patients 1340.20.....	104
Management of assignments for energy supply & water supply / disposal services 1170.02.....	97	Special cleaning 1320.....	104
		Special non-disinfectant cleaning 1320.10.....	104
		Special disinfection measures 1320.20.....	105
		Bed cleaning 1320.30.....	105
		Cleaning of windows & facades 1320.40.....	105
		Cleaning & disinfection of high risk areas 1320.50.....	105

Accounting of cleaning & disinfection services 1300.10.....	105	Quality inspection of safety services 2110.21.....	111
Quality management of cleaning & disinfection services 1300.20.....	105	Quality assurance / need for adjustments to safety services 2110.22.....	111
Quality inspection of cleaning & disinfection services 1300.21.....	105	Security 2120.....	112
Quality assurance / need for adjustments to cleaning & disinfection services 1300.22.....	106	Security service planning 2120.01.....	112
Preparation of medical products 1390.90.....	107	Management of security service assignments 2120.02.....	112
Preparation of medical products service planning 1390.93.....	107	Securing people 2121.....	112
Management of preparation of medical products service assignments 1390.94.....	107	Securing property (physical and intellectual) 2122.....	112
Sterilization services 1390.91.....	107	Fire protection 2122.10.....	112
Accounting of preparation of medical products services 1390.95.....	107	Constructional & technical fire protection 2122.11.....	112
Quality management of preparation of medical products services 1390.96.....	108	General, preventative & operational fire protection 2122.12.....	113
Quality inspection of preparation of medical products services 1390.97.....	108	Object protection 2122.20.....	113
Quality assurance / need for adjustments to preparation of medical products services 1390.98.....	108	Information protection 2122.30.....	113
Ensuring of health & safety 2110.....	109	Contractual obligations & organizational measures for information protection 2122.31.....	113
Safety performance planning 2110.01.....	109	Technical information protection measures 2122.32.....	114
Management of safety assignments 2110.02.....	109	Settlement of security services 2120.10.....	114
Ensuring workplace safety 2111.....	109	Quality management of security services 2120.20.....	114
Ensuring workplace safety & health protection at/in/around the building 2111.10.....	109	Quality inspection of security services 2120.21.....	114
Ensuring workplace safety and health protection with respect to work places & installations 2111.20.....	110	Quality assurance / need for adjustments to security services 2120.22.....	114
Ensuring workplace safety & health protection through people, behaviour & workload 2111.30.....	110	Hotel services 2200.01.....	116
Ensuring workplace safety and health protection through work organization and special protection 2111.40.....	110	Catering 2220.....	117
Occupational health 2112.....	110	Catering service planning 2220.01.....	117
Allocation of safety benefits 2110.10.....	111	Management of catering assignments 2220.02.....	117
Quality management of safety services 2110.20.....	111	Patient & resident catering 2220.10.....	117
		Planning of patient & resident catering services 2220.11.....	117
		Production of patient & resident catering 2220.12.....	117
		Room service of patient & resident catering 2220.13.....	117
		Staff catering 2220.20.....	118
		Planning of staff catering 2220.21.....	118
		Production of staff catering 2220.22.....	118
		Service of staff catering 2220.23.....	118
		Guest catering 2220.30.....	118
		Planning of guest catering services 2220.31.....	118

Production of guest catering 2220.32.....	118	Accommodation management & operation of properties	
Guest catering service 2220.33.....	118	2290	124
Restaurant table service 2220.34.....	118	Service planning accommodation management & operation	
Dishwashing 2220.35.....	118	of properties 2290.01.....	124
Storage of food 2220.36.....	118	Management of accommodation administration & operation	
Vending services, coffee vending machines, drinking water		properties assignments 2290.02.....	124
dispensers 2220.40.....	119	Accommodation management & operation of staff	
External & event catering 2220.50.....	119	accommodation 2290.10.....	124
Settlement of catering services 2220.60.....	119	Accommodation management & operation of guest	
Quality management of catering services 2220.70.....	119	accommodation 2290.20.....	124
Quality inspection of catering services 2220.71.....	119	Accommodation management & operation of patient /	
Quality assurance / need for adjustments to catering		guest hotel 2290.30.....	125
services 2220.72.....	119	Accommodation management & operation of on-call rooms	
Provision of textiles 2240	120	2290.40.....	125
Textile supply planning 2240.01.....	120	Settlement of services from accommodation management &	
Management of textile supply assignments 2240.02.....	120	operation of properties 2290.50.....	125
Laundry services 2241	120	Quality management of accommodation administration &	
Patients' & residents' textiles supply 2241.10.....	120	operation of properties services 2290.60.....	125
Provision of professional clothing 2241.20.....	120	Quality inspection of accommodation administration &	
Operating laundry supply 2241.30.....	121	operation of properties services 2290.61.....	125
Special textiles supply 2241.40.....	121	Quality assurance / need for adjustments to accommodation	
Textile service for third parties 2241.50.....	121	administration & operation of properties services 2290.62.....	126
Repair of textiles 2241.60	121	Various hotel services 2200	127
Repair of patients' & residents' laundry 2241.61.....	122	Hotel services planning 2200.01.....	127
Repair of work clothing 2241.62.....	122	Management of hotel service assignments 2200.02.....	127
Repair of textiles 2241.63.....	122	Reception & contact center services 2210.....	127
Repair special laundry 2241.64.....	122	Cloakroom operation & management 2209.....	127
Repair of laundry from third parties 2241.65.....	122	Event management 2230.....	127
Settlement of textile supply services 2240.10.....	122	In-house operation of kiosks & shops 2990.10.....	128
Quality management of textile supply services 2240.20.....	122	Childcare 2250	128
Quality inspection of textile supply services 2240.21.....	123	Day care services 2250.10.....	128
Quality assurance / need for adjustments to textile supply		After school services 2250.20.....	128
services 2240.22.....	123	Non-medical patient support 2990.20.....	128
		Non-medical library & archives 2423.....	128
		Billing for hotel services 2200.10.....	128
		Quality management of hotel services 2200.20.....	129

Quality inspection of hotel services 2200.21.....	129
Quality assurance / need for adjustments to hotel services 2200.22.....	129
Tactical resource management 2590.....	131
Project management 3000.....	133

<h2>Strategic management services</h2> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p><u>Sustainability</u> Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities</p> </div> <div style="width: 30%;"> <p><u>Quality management</u> Quality mgmt. strategy; Defining standards & guidelines; Process-; Structure/Potential-; Result quality mgmt.</p> </div> <div style="width: 30%;"> <p><u>Risk management</u> Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 30%;"> <p><u>Corporate identity</u> Corporate identity strategy</p> </div> <div style="width: 30%;"> <p><u>Resources/ Sourcing management</u> Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support</p> </div> <div style="width: 30%;"> <p><u>Asset/Portfolio strategy</u> Business model development-; Financing-; Investment-; Portfolio-; Multi-portfolio mgmt. - & programm mgmt.-; Cooperation-; Research & development strategy <u>ICT management</u> ICT mgmt. strategy</p> </div> </div>			
<h2>Management support services</h2> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p><u>Finance & Controlling</u> External accounting/ Financial accounting; Internal accounting/Controlling, Reporting</p> <p><u>Human Resource Management</u> Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development</p> </div> <div style="width: 30%;"> <p><u>Legal counsel & contracts</u> Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities</p> <p><u>Marketing & Communication</u> Marketing & Communication serv.</p> <p><u>Secretarial services</u> Secretarial services; Translations; Reprographics; Travel serv.</p> </div> <div style="width: 30%;"> <p><u>ICT services</u> ICT workplace services Elektronic workplace-; Telephony/(smart) device serv. Medical business process application services (HIS) Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv. Non-medical management & support application services Strat. mgmt. decision support appl. serv.; ERP appl. serv.</p> </div> </div>			Project management
<h2>Non-medical support services</h2> <div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p><u>Logistics</u> Procurement Internal ordering; Operational-; Tactical procurement Storage Inspection of incoming goods; Warehouse mgmt.; Order-picking Transport services & distribution External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt. Disposal & Recycling</p> </div> <div style="width: 30%;"> <p style="text-align: center;">Tactical resource management</p> <p><u>Infrastructure</u> Operation & preventative maintenance Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations Space management & provision Space (accommodation) provision & mgmt.; Property administration; Provision of workplaces Supply and disposal of energy & water</p> </div> <div style="width: 30%;"> <p><u>Hygiene, Safety & Security</u> Cleaning & Disinfection Routine -; Intermediate -; Basic -; Special cleaning Preparation of medical products Sterilization serv. Ensuring of health & safety Ensuring workplace safety & health protection Security Securing people; Fire -; Object -; Information protection</p> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 30%;"> <p><u>Hotel services</u> Catering Patient & resident -; Staff -; Guest catering; Vending serv.; External&Event Catering Provision of textiles Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's -; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties Accommodation management & operation of properties Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt. Various hotel services Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks&shops; Childcare; Non-medical patient support; Non-medical library & archives</p> </div> </div>			

Catalogue contents **Strategic management services - Overview**

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Strategic management services	9000	Planning, executing and controlling of the business strategy; definition of long-term goals and measures; target systems	Sustainability; quality management; risk management; corporate identity; resource / sourcing management; asset- / portfolio management; ICT management	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 21; Braun von Reinersdorff (2007) Strategische Krankenhausführung - Vom Lean Management zum Balanced Hospital Management; Braun von Reinersdorff & Rasche (2017) Entscheidungsorientiertes Klinikmanagement – Vom Zielsystem zum Wettbewerbsvorteil; Eichhorn (2008) Von der Krankenhausbetriebslehre zur Krankenhaus-Managementlehre; Eichhorn (2008) Grundlagen der Krankenhaus-Managementlehre; Eichhorn & Oswald (2017) Grundlagen der Krankenhaus-Managementlehre; Flessa (2014) Grundzüge der Krankenhausbetriebslehre; Gabler Wirtschaftslexikon (n.d.) Strategisches Management; Haubrock (2018) Bedeutung des Managements in der Gesundheitswirtschaft; Knoth et al. (2012) Exzellenzmanagement - Bausteine eines strategischen und operativen Managements im Krankenhaus; Lohfert (2017) Management und Planungsaufgaben; Lungen & Zluhan (2017) Strategisches Krankenhausmanagement - in der Praxis; Oswald et al. (2017) Krankenhaus-Managementlehre - Theorie und Praxis eines integrierten Konzepts; Salfeld et al. (2009) Modernes Krankenhausmanagement - Konzepte und Lösungen; Töpfer & Albrecht (2017) Konsequenzen für das strategische und operative Management von Kliniken bei sich verändernden und verschärfenden Rahmenbedingungen [Originals in German]

Catalogue contents **Strategic management services**
Area Sustainability - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Sustainability	9100	Development of company-wide policies for the reduction of resource consumption, economical use of facilities, like building and areas, as well as improvement in the health and well-being of people (social responsibility)	Life cycle planning / life cycle engineering; environmental management system; energy management; environmental protection activities	Preventative maintenance of special technical equipment e.g. photovoltaic systems, operational measures and proof of compliance with laws (see 2130)		Referring to SNV SN EN 15221-4:2011 (E) p. 22
Life cycle planning/ engineering	9110	Provision of a company-wide long-term perspective concerning assets, support of the decision-making for investments and preventative maintenance strategy				Referring to SNV SN EN 15221-4:2011 (E) p. 22 Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]
Environmental management system	9180	Definition and implementation of an overarching environment management system	Organizational structure; responsibilities; behaviours; formal procedures; procedures and means for defining the implementation of the environmental policy			Referring to Günther (n.d.) Umweltmanagementsystem [Original in German]
Energy management	9190	Ensuring of a company-wide energy management concept	Energy strategy definition, examination and negotiation of energy tariffs, energy production management, energy measurement concept, energy accounting and analysis (incl. analysis of energy consumers spanning all industries), identification of optimization potential, planning of measures under business aspects, calculation of profitability, optimization of energy consumption, proof of savings			Referring to Swiss Hospital Engineers IHS (2012) Energy management in hospitals [Original in German] p. 14 and DIN 32736 Building Management - Definitions and scope of services (2000) p. 3
Environmental protection activities	2130	All activities and services directed towards the implementation and monitoring of environmental guidelines, as well as the implementation of legal obligations and improvements with respect to the environment	Proof of compliance with laws		Water Conservation Act, Environmental Protection Act, Regulation on the Return (see 1173 et seq.)	Referring to SNV SN EN 15221-4:2011 (E) p. 38; Federal Act on the Protection of Water Bodies 814.20 (1991/2017); Federal Act on the Protection of the Environment 814.01 (1983/2018)

Catalogue contents **Strategic management services**
Area Quality management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality management	9200	Ensuring of company-wide a quality management system in the	Quality management strategy; standards & guidelines definition; quality management of processes, structures, potentials and outcomes	Medical quality management	Krankenversicherungsgesetz (KVG); Krankenversicherungsverordnung (KVV); Qualitätsstrategie des Bundes KIQ (Nationale Koordinations- und Informationsstelle für Qualitätssicherung); IVQ (Interkantonaler Verein für Qualitätssicherung, und -förderung in den Spitälern); QUALAB (Schweizerische Kommission für Qualitätssicherung im medizinischen Labor); Stiftung für Patientensicherheit Stiftung SanaCERT Suisse; Swisspep – Institut für Qualität und Forschung im Gesundheitswesen	Referring to SNV SN EN 15221-4:2011 (E) p. 22 BAG (2011) Bericht an den Bundesrat zur Konkretisierung der Qualitätsstrategie des Bundes im Schweizerischen Gesundheitswesen [Original in German]; BAG (2009) Qualitätsstrategie des Bundes im Schweizerischen Gesundheitswesen+G424n [Original in German]; Bosshard & Straubhaar (2015) Qualität und Qualitätsförderung [Original in German]; Illison & Kerner (2009) Praxisleitfaden Qualitätsmanagement im Krankenhaus [Original in German]; ISO 9000 (2015) Quality management systems — Fundamentals and vocabulary; Meier (2004) Qualitätsmanagement im Spital [Original in German]; Wissenschaftlicher Beirat (2017) Qualität und Sicherheit der Schweizerischen Gesundheitsversorgung verbessern: Empfehlungen und Vorschläge für die Bundesstrategie [Original in German]
Quality management strategy	9291	Definition of company-wide quality management goals and measures at normative, strategic and operational levels, including transcendent, product-oriented, user-oriented, process-oriented and value-oriented perspectives in coordination with the risk strategy.	Quality defining; quality policy; quality culture; quality objectives; quality structures; quality planning; quality-related behaviour; quality assurance; quality control; quality documentation / manual; quality audits			Referring to Engelke (2008) Grundlagen der Aufbau- und Ablauforganisation p. 215; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche; Haubrock (2018) Qualitätsmanagement; Kipperhardt et al. (2006) Krankenhausmanagementsysteme; Töpfer (2017) Ansatz und Nutzen von Qualitätsinitiativen; Töpfer (2017) Ziele und Entwicklungsstufen der Qualitäts- und Risikosteuerung [Originals in German]

Catalogue contents **Strategic management services**
Area Quality management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Defining standards and guidelines	9210	Definition of the handling and implementation of standards and guidelines	Approaches such as ISO 9000 / 9001; Six Sigma cycle; Total Quality Management (TQM); SN EN 15224; European Foundation for Quality Management (EFQM)			Referring to SNV SN EN 15221-4:2011 (E) p. 22 Haubrock (2018) Qualitätsmanagement [Original in German]; Illison & Kerner (2009) Praxisleitfaden Qualitätsmanagement im Krankenhaus [Original in German]; Mansky & Nimptsch (2017) Kennzahlengeschütztes ergebnisorientiertes Qualitätsmanagement im Krankenhaus [Original in German]; Pira (2000) Comprehensive quality management in hospitals Referring to EFQM model p. 41-43 [Original in German]; Töpfer (2017) Ziele und Entwicklungsstufen der Qualitäts- und Risikosteuerung [Original in German]; Töpfer & Leffler (2017) Anforderungen, Konzeption und Beispiele für Null-Fehler-Qualität im Krankenhaus durch Six Sigma [Original in German]
Process quality management	9290	Company-wide Planning, Organization, management, security, control and quality improvement of processes of the business in regard to the company goals				Referring to Eichhorn & Oswald (2017) Grundlagen der Krankenhaus-Managementlehre; Haubrock (2018) Qualitätsmanagement; Illison & Kerner (2009) Praxisleitfaden Qualitätsmanagement im Krankenhaus; Kipperhardt et al. (2006) Krankenhausmanagementsysteme
Structure/Potential quality management	9292	Company-wide planning, organization, control, assurance, monitoring and improvement of structural and potential quality	Performance potential / ability to provide a service in demand with personnel; equipment / amenities; physical / organizational working conditions, and access to patient contribution			Referring to Eichhorn & Oswald (2017) Grundlagen der Krankenhaus-Managementlehre [Original in German]; Haubrock, (2018) Qualitätsmanagement p. 558 [Original in German]

Catalogue contents **Strategic management services**
Area Quality management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Result quality management	9293	Company-wide planning, organization, control, assurance, monitoring and improvement of the quality of results in all areas as a result of process and structural quality.	All services actually rendered, or goods actually produced			Referring to Eichhorn & Oswald (2017) Grundlagen der Krankenhaus-Managementlehre [Original in German]; Haubrock (2018) Qualitätsmanagement. p. 558 [Original in German]; Preusker [Interview mit Mansky, Th.] (2012) „Qualitätsindikatoren helfen den Krankenhäusern, noch besser zu werden“ [Original in German]

Catalogue contents **Strategic management services**
Area Risk management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Risk management	9300	Securing of the company-wide risk management system for a systematic detection, analysis, evaluation, supervision and checking of risks	Risk management strategy; contingency planning for extraordinary incidents	Medical risk management		Referring to SNV SN EN 15221-4:2011 (E) p. 23
Risk management policy	9310	Definition of a risk strategy / risk management system in coordination with the quality management strategy	Ensuring legal compliance; risk identification; risk analysis / assessment; risk evaluation; risk prioritisation; definition of risk management (risk avoidance, risk reduction, risk transfer, risk acceptance); risk controlling / monitoring; complaints management; identification of opportunities / opportunity management			Referring to Buschmann & Schüpfer (2017) Risikomanagement als integraler Bestandteil der Unternehmenssteuerung im Krankenhaus [Original in German]; Haubrock (2018) Ökonomisches Risikomanagement [Original in German]; ISO 31000:2018-2 Risk management - Guidelines.; Löber (2017) Beschwerde- und Risikomanagement [Original in German]; Schär (2009) Bedeutung und Aspekte des Risikomanagements am Beispiel der Gesundheitswirtschaft [Original in German]
Error management	9310.10	Management of error handling	Error detection; error recording / reporting; error analysis; error communication; learning from errors; developing an error culture			Referring to Utler (2006) Von der Schuldzuweisung zum Risikomanagement [Original in German]; Utler (2017) Fehler-Management im Krankenhaus [Original in German]
Contingency planning for extraordinary incidents	9390	Provision for major incidents, external risk situations, as well as biological, chemical and internal hazardous situations	Management of major events; special situations; extraordinary situations; external, biological, chemical and internal hazards			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals [Original in German]
Dealing with major incidents	9390.10	Dealing with incidents requiring external support for local structures as well as the cooperation of several partners. They are incidents – from a paramedical perspective – with a larger number of patients e.g. with more than ten seriously injured requiring a very big hospitalization room				Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals [Original in German]

Catalogue contents **Strategic management services**

Area Risk management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Dealing with special situations	9390.20	Dealing with situations where certain tasks cannot be dealt with by ordinary processes. A typical example would be the rapid concentration of resources				Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals [Original in German]
Dealing with extraordinary situations (catastrophes)	9390.30	Dealing with situations where numerous tasks cannot be dealt with by ordinary processes and where large areas of the country or even the whole country is affected. It is incumbent upon the authorities (cantons, federal government) to provide direction				Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals [Original in German]
Dealing with external hazardous situations	9390.40	Dealing with hazardous situations which arise through external incidents	Bus accidents, local and long-distance transport accidents, plane crashes and emergency landings, bomb attacks and explosions, buildings and subsequent entombment, factory and skyscraper fires, mass poisoning, black ice and vehicle pile-ups			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals [Original in German]
Dealing with biological hazardous situations	9390.50	Dealing with hazardous situations which arise through bacteria, viruses and fungi	Epidemic alarm, management of a individual cases of suspected highly contagious, life-threatening disease. Suspected bioterrorism attack, outbreak of other infectious diseases, influenza pandemic			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals [Original in German]
Dealing with chemical hazardous situations	9390.60	Dealing with hazardous situations which arise through suspicion of contamination	Accidental contamination release at the workplace and on transportation routes, terror attacks / criminal attacks, military use of weapons of mass destruction			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals [Original in German]

Catalogue contents **Strategic management services**
Area Risk management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Dealing with internal hazardous situation	9390.70	Dealing with hazardous situations which arise through internal incidents	Fires, explosions, release or penetration of dangerous substances, natural phenomena, partial or full collapses of buildings, bomb threats, critical infrastructures (e.g. radiology), taking of hostages, missing patients, child abduction / switching (interchange) of children, workforce strikes, sabotages, shooting rampages, patient killings (euthanasia), complete or partial ICT breakdown			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals [Original in German]

Catalogue contents **Strategic management services**
Area Corporate identity - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Corporate identity	9400	Ensuring a company's strategic concept for corporate identity	Corporate identity strategy			Referring to SNV SN EN 15221-4:2011 (E) p. 23; Esch (n.d.) Corporate Identity
Corporate identity strategy	9490	Definition of company-wide corporate identity measures	Corporate behaviour; corporate communication; corporate design; brand identity; management methods (Kaizen, lean, balanced, etc.); normative management (hospital operating policy, culture, management / leadership philosophy, change culture)			Referring to Braun von Reinersdorff (2007) Strategische Krankenhausführung - Vom Lean Management zum Balanced Hospital Management; Eichhorn (2008) Grundlagen der Krankenhaus-Managementlehre; Eichhorn & Oswald (2017) Entwicklung der Krankenhaus-Managementlehre; Esch (n.d.) Corporate Identity; Flessa (2014) Grundzüge der Krankenhausbetriebslehre; Haubrock (2018) Relevante Managementkonzepte in der Gesundheitswirtschaft; Malik (2017) Herausforderung Führung im Krankenhaus; Roeder & Bunzenmeier (2017) Strukturierte Organisationsentwicklung; Töpfer (2017) Marktorientierte Ausrichtung und Gestaltung aller Klinikaktivitäten p. 470 et seq.; Töpfer (2017) Checkliste für erfolgreiches Changemanagement im Krankenhaus – 20-Punkte Sofortprogramm für Kliniken [Originals in German]

Catalogue contents **Strategic management services**
Area Resources/Sourcing management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Resources / Sourcing management	9500	Ensuring a company-wide resources / sourcing strategy	Strategic resource management; pricing / negotiation strategy; innovation promotion			
Strategic resource management	9591	Definition of a company-wide resource management concept				
Pricing/Negotiation strategy	9592	Definition of the company-wide pricing / negotiation strategy				
Innovation support	9410	Measures to facilitate result-oriented, potential- and process-related innovations	Strive for, select, recognise, develop, accelerate, scale, expand, mobilise innovations			Referring to SNV SN EN 15221-4:2011 (E) p. 23; Braun von Reinersdorff (2007) Strategische Krankenhausführung - Vom Lean Management zum Balanced Hospital Management [Original in German]; Eichhorst (2017) Innovationsmanagement im Krankenhaus – strategische und organisatorische Erfolgsfaktoren [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]; Specht (n.d.) Innovationsstrategie [Original in German]

Catalogue contents **Strategic management services**
Area Asset/Portfolio strategy - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Asset/Portfolio strategy	9600	Securing a company-wide strategic asset and portfolio and optimisation strategy	Business model development; financing; investment; portfolio; multi-project / project portfolio management and programme management; cooperation; re-search & development strategy	Buying and selling activities (-> Project), internal relocations (see 2430), building improvements (-> Project), occupier fit-out (-> Project)		Referring to SNV SN EN 15221-4:2011 [Original in German] p. 25
Business model development strategy	9690	Definition of a business model development strategy				Referring to Braun von Reinersdorff & Rasche (2017) Entscheidungsorientiertes Klinikmanagement – Vom Zielsystem zum Wettbewerbsvorteil [Original in German]; Eichhorn (2008) Grundlagen der Krankenhaus-Managementlehre [Original in German]; Freytag (2017) Operatives und strategisches Krankenhausmanagement: Von der Erfolgsorientierung zur Innovation des Geschäftsmodells [Original in German]
Financing strategy	9620	Definition of a company-wide financial management strategy				Referring to Schmidt-Rettig (2018) Managementstrukturen und Leitungsorganisation [Original in German]; Schnitzler (2017) Finanzmanagement [Original in German]
Investment strategy	9691	Definition of a company-wide investment strategy				Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche [Original in German]; Schnitzler (2017) Finanzmanagement [Original in German]
Portfolio strategy	9692	Definition of a company-wide portfolio strategy				Referring to Braun von Reinersdorff (2007) Strategische Krankenhausführung - Vom Lean Management zum Balanced Hospital Management [Original in German]; Eichhorn & Oswald (2017) Entwicklung der Krankenhaus-Managementlehre [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre

Catalogue contents **Strategic management services**
Area Asset/Portfolio strategy - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Multi-portfolio management / project portfolio management & program management strategy	9693	Definition of a company-wide multi-project management / project portfolio management and program management strategy				Referring to Eichhorn (2008) Krankenhausbetriebliche Grundlagen [Original in German]; Schmidt-Rettig (2018) Managementstrukturen und Leitungsorganisation [Original in German]
Cooperation strategy	9694	Definition of a company-wide cooperation strategy	Mergers and acquisitions			Referring to Eichhorn (2008) Von der Krankenhausbetriebslehre zur Krankenhaus-Managementlehre; Eichhorn (2008) Grundlagen der Krankenhaus-Managementlehre; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche; Lohfert (2017) Management und Planungsaufgaben; Quante (2017) Das Krankenhaus in neuen Versorgungs-konstellationen - Kooperationen und Netzwerke; Roeder & Bunzenmeier (2017) Strukturierte Organisationsentwicklung; Schmidt-Rettig (2018) Managementstrukturen und Leitungsorganisation; Tecklenburg (2017) Strategische Ausrichtung im Krankenhaus; Töpfer & Albrecht (2017) Konsequenzen für das strategische und operative Management von Kliniken bei sich verändernden und verschärfenden Rahmenbedingungen; Töpfer (2017) Nutzen strategischer und operativer Partnerschaften; Töpfer (2017) Mergers und Acquisitions (M&A) in Theorie und Praxis; Töpfer & Albrecht (2017) Umfassende Sichtweise und bessere Akzeptanz durch kooperative Analysen [Originals in German]
Research & development strategy	9695	Definition of a company-wide research & development strategy				

Catalogue contents **Strategic management services**
Area ICT management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
ICT management	9700	Ensuring a company-wide ICT management strategy	ICT management strategy			
ICT management strategy	9710	Definition of a company-wide ICT strategy				

<h2>Strategic management services</h2>			<p>Corporate identity Corporate identity strategy</p>	<p>Asset/Portfolio strategy Business model development -; Financing -; Investment -; Portfolio -; Multi-portfolio mgmt. - & programm mgmt. -; Cooperation -; Research & development strategy ICT management ICT mgmt. strategy</p>	Project management
<p>Sustainability Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities</p>	<p>Quality management Quality mgmt. strategy; Defining standards & guidelines; Process -; Structure/Potential -; Result quality mgmt.</p>	<p>Risk management Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.</p>	<p>Resources/ Sourcing management Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support</p>		
<h2>Management support services</h2>			<p>ICT services ICT workplace services Elektronic workplace-; Telephony/(smart) device serv. Medical business process application services (HIS) Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv. Non-medical management & support application services Strat. mgmt. decision support appl. serv.; ERP appl. serv.</p>		
<p>Finance & Controlling External accounting/ Financial accounting; Internal accounting/Controlling, Reporting</p>	<p>Human Resource Management Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development</p>	<p>Legal counsel & contracts Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities</p>	<p>Marketing & Communication Marketing & Communication serv.</p>	<p>Secretarial services Secretarial services; Translations; Reprographics; Travel serv.</p>	
<h2>Non-medical support services</h2>			<p>Hotel services Catering Patient & resident -; Staff -; Guest catering; Vending serv.; External&Event Catering Provision of textiles Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's -; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties Accommodation management & operation of properties Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt. Various hotel services Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks&shops; Childcare; Non-medical patient support; Non-medical library & archives</p>		
<p>Logistics Procurement Internal ordering; Operational -; Tactical procurement Storage Inspection of incoming goods; Warehouse mgmt.; Order-picking Transport services & distribution External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt. Disposal & Recycling</p>	<p>Tactical resource management Infrastructure Operation & preventative maintenance Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations Space management & provision Space (accomodation) provision & mgmt.; Property administration; Provision of workplaces Supply and disposal of energy & water</p>	<p>Hygiene, Safety & Security Cleaning & Disinfection Routine -; Intermediate -; Basic -; Special cleaning Preparation of medical products Sterilization serv. Ensuring of health & safety Ensuring workplace safety & health protection Security Securing people; Fire -; Object -; Information protection</p>			

Catalogue contents **Management support services - Overview**

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Management support services	2500	Services area which support the management and the organization	Finance & Controlling; HRM; legal services & contract management; marketing & communication; administration, ICT services	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 49

Catalogue contents **Management support services**
Area Finance & Controlling - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Finance & Controlling	2510	Services regarding finances and controlling	External accounting / financial accounting; internal accounting / controlling	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 49
Performance planning Finance & Controlling	2510.01	Setting objectives and defining success factors, and making preparations for performing services in the area of Finance & Controlling				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of Finance & Controlling assignments	2510.02	Organization and coordination of Finance & Controlling assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
External accounting/ Financial accounting	2511	Accounting services; inventory; annual accounts	Financial accounting, operational accounting, cash management / liquidity planning; (interim / special) balance sheets; income statement / asset statement	Financial strategy (see 9620), property accounting (see 1140.40); medical service settlement		Referring to SNV SN EN 15221-4:2011 (E) p. 49 Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 440 [Original in German], 443; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]

Catalogue contents Management support services

Area Finance & Controlling - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Internal accounting/Controlling, Reporting	2513	Controlling services and reporting services	Strategic, planning and operational controlling of all areas; monitoring; (full / part) cost accounting (cost type / cost centre / cost unit accounting, process cost accounting); activity accounting; plan vs. actual analysis; calculations; creation, communication and maintenance of company-wide and area / occupational group-specific key figures / controlling systems / reporting systems; benchmarking; budgeting; financial planning; liquidity controlling; investment controlling	Medical controlling		Referring to SNV SN EN 15221-4:2011 (E) p. 50 Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 440 - 441, 443 [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre; Sonntag (2017) Betriebswirtschaftliches Controlling. p. 442 et seq. [Original in German]; Thiede (2017) Bedeutung des internen Finanzcontrollings für die Strukturentwicklung von Krankenhäusern p. 279 – 284 [Original in German]; Töpfer (2017) Ganzheitliche Steuerung der Klinik; Zapp (2009) Internes Rechnungswesen p. 366 et seq. [Original in German]; Zapp (2017) Controlling und Management p. 589; Zapp (2017) Betriebswirtschaftliches Rechnungswesen [Original in German]; Zapp (2018) Controlling [Original in German]; Zapp (2018) Informationsmanagement durch internes Rechnungswesen [Original in German]
Accounting of Financial & Controlling services	2510.10	Accounting and internal or external invoicing of services rendered in the area of Finance & Controlling				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of Finance & Controlling services	2510.20	Implementation of the quality management strategy in the area of Finance & Controlling	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of Finance & Controlling services	2510.21	Monitoring the results, structures and processes in the area of Finance & Controlling and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Management support services**
Area Finance & Controlling - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality assurance/ need for adjustments to Finance & Controlling services	2510.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of Finance & Controlling				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Management support services**

Area Human Resource Management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Human Resource Management	2520	Human Resource management services	Personnel administration; -planning; -controlling; -recruitment/dismissal; -management; employee assessment/surveys; personnel training & further education			Referring to SNV SN EN 15221-4:2011 (E) p. 50
Performance planning Human Resources	2520.01	Setting objectives and defining success factors, and making preparations for performing services in the area of Human Resources				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of Human Resources assignments	2520.02	Organization and coordination of human resources assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Personnel administration	2521	Personnel administration of personnel-related measures	Personnel file management; employment contracts; grouping; remuneration calculations; pay slips; holidays / travel expenses; reporting to social insurance			Referring to SNV SN EN 15221-4:2011 (E) p. 50; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 445 - 446; Flessa (2014) Grundzüge der Krankenhausbetriebslehre; Nissen (n.d.) Personalverwaltung
Personnel planning	2520.90	Ensuring the availability of the required personnel in terms of quality and quantity	Determination of personnel requirements; task/job descriptions; requirement profiles; job evaluations; position plans; business distribution plan			Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 445 - 446 [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]; Nissen (n.d.) Personalplanung [Original in German]
Personnel controlling	2520.91	Control of personnel processes	Statistics concerning the appointment of employees; personnel movements; etc.; dealing with personnel absence / absenteeism; personnel budget monitoring			Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 445 - 446; Flessa (2014) Grundzüge der Krankenhausbetriebslehre

Catalogue contents **Management support services**
Area Human Resource Management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Recruiting/ Dismissal	2522	Recruitment of the required personnel in qualitative, quantitative, temporal and spatial terms	Advertising of vacancies / personnel marketing; drafting of contracts; selection of personnel; recruitment; dismissal; preparation of certificates; reminders / notices of termination; contact to personnel representatives			Referring to SNV SN EN 15221-4:2011 (E) p. 50; Bartscher (n.d.) Personalbeschaffung [Original in German]; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 445 - 446 [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]
Human Resources management	2520.92	Delineate development areas and individual measures of corporate development with regard to personnel issues	Leadership principles; definition responsibilities; guidelines; organizational instructions; workplace management concepts; induction concepts; employee appraisals; change management implementation			Referring to Bartscher (n.d.) Personalmanagement [Original in German]; Chand (n.d.) Workplace Re-Engineering in Hospital; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 442 - 445 [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]; Reijula & Ruohomäki (2018) Perception of hospital environment before and after relocation [Original in German]; Töpfer (2017) Checkliste für erfolgreiches Changemanagement im Krankenhaus – 20-Punkte Sofortprogramm für Kliniken [Original in German]
Employee assessment / surveys	2520.93	Assessment of personnel and job satisfaction	Agreements on objectives / feedback systems; incentive / motivation systems; suggestion scheme; employee surveys			Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 445 - 446 [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]
Personnel training & development	2523	Personnel development measures	Internal and external information events; training; courses			Referring to SNV SN EN 15221-4:2011 (E) p. 51; Flessa (2014) Grundzüge der Krankenhausbetriebslehre

Catalogue contents **Management support services**
Area Human Resource Management - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Accounting for Human Resources	2520.94	Accounting and internal or external billing of services performed in the area of Human Resources				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of Human Resources services	2520.95	Implementation of the quality management strategy in the area of Human Resources	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of Human Resources services	2520.96	Monitoring the results, structures and processes in the area of Human Resources and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to Human Resources services	2520.97	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of Human Resources				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Management support services**
Area Legal counsel & contracts - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Legal counsel & contracts	2530	Support with legal consulting and contract management	Legal advice; patent and copyright support; insurance services; contract management; representation before courts and authorities	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 51; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 447 - 448 [Original in German]
Service planning legal advice & contract management	2530.01	Setting objectives and defining success factors, and making preparations for performing services in the area of legal advice and contract management				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of legal advice & contract management assignments	2530.02	Organization and coordination of legal advice and contract management assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Legal advice	2531	Legal consulting, legal appraisals	Support and advice in all areas of legal issues; preparation of legal opinions; compliance service; preparation of legal information / leaflets; support in acquisition projects; preparation of participation concepts; antitrust issues			Referring to SNV SN EN 15221-4:2011 (E) p. 51 Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 447 - 448 [Original in German]
Patents and copyrights	2532	Management of patents and copyright				Referring to SNV SN EN 15221-4:2011 (E) p. 51
Insurance	2533	Concept for insurance concept; liability law issues; contract drafting with insurance carriers; handling of insurance claims; legal structuring of risk transfer				Referring to SNV SN EN 15221-4:2011 (E) p. 52 Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 448 [Original in German]

Catalogue contents **Management support services**
Area Legal counsel & contracts - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Contracts management	2534	Creation, formulation, completion and monitoring of civil / public (standard) contracts or contract modifications, review and archiving of contracts; formulation and examination of general business / delivery conditions	Employment contracts; collaboration / supply contracts; usage agreements	Contracts in connection with property letting to third parties (see 1140.10)		Referring to SNV SN EN 15221-4:2011 (E) p. 52 Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 448 [Original in German]
Representation before courts & authorities	2530.10	Judicial enforcement and enforcement of legal claims; commissioning / cooperation with external lawyers	Enforcement of open claims; statement of reasons for action			Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 448 [Original in German]
Invoicing legal advice & contract management services	2530.20	Accounting and internal or external invoicing of services rendered in the area of legal advice & contract management				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of legal advice & contract services	2530.30	Implementation of the quality management strategy in the area of legal advice & contract	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of legal advice & contract services	2530.31	Monitoring the results, structures and processes in the area of legal advice & contract and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to legal advice & contract services	2530.32	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of legal advice & contract				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Management support services**
Area Marketing & Communication - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Marketing & Communication	2540	Corporate communication, promotions and marketing services	Marketing & Communication services			Referring to SNV SN EN 15221-4:2011 (E) p. 52
Service planning Marketing & Communication	2540.01	Setting objectives and defining success factors, and making preparations for performing services in the area of Marketing & Communication				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of Marketing & Communication assignments	2540.02	Organization and coordination of orders in the area of Marketing & Communication	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Marketing & Communication services	2540.10	Planning and implementation of the marketing and communication strategy of the company	All marketing and communication measures (e.g. e-mail distribution, intranet, internal / external magazine, surveys, internet, open house, information events, annual report, discussions, films) for internal and external persons and institutions such as employees, insured persons / patients, referring physicians, other health institutions, health authorities, associations, media, the public, banks, insurance companies, etc. with the aim of providing information, sensitisation, image enhancement, confidence building, crisis communication			Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 464 - 466 [Original in German]; Töpfer & Leffler (2017) Prozess des Krisenmanagements und Grundsätze der Krisenkommunikation [Original in German]; Töpfer (2017) Marktorientierte Ausrichtung und Gestaltung aller Klinikaktivitäten [Original in German]
Billing Marketing & Communication services	2540.20	Billing and internal or external invoicing of services rendered in the area of Marketing & Communication				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Management support services**
Area Marketing & Communication - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality management of Marketing & Communication services	2540.30	Implementation of the quality management strategy in the area of Marketing & Communication	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of Marketing & Communication services	2540.31	Monitoring the results, structures and processes in the area of Marketing & Communication and examining them with regard to development and success, or problems and need for improvement	Quality audits			n Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to Marketing & Communication services	2540.32	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of Marketing & Communication				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Management support services**
Area Secretarial services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Secretarial services	2560	Office and translation services	Secretarial services; translations; reprography; travel services	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 53
Secretarial service planning	2560.01	Setting objectives and defining success factors, and making preparations for performing services in the area of secretarial services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of secretarial services assignments	2560.02	Organization and coordination of secretarial services assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Secretarial services	2560.10	Administrative, organizational and administrative measures				
Translations	2560.20	Translation of texts				
Reprographics	2421	All procedures of permanent photometrical reproduction of templates and documents	Copying, scanning, plotting, printing, binding of documents and graphic services	Preventative maintenance and servicing of technical building equipment (see 1165), disposal of data-sensitive documents (see 1173.15), procurement of material (see 2550 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 46
Travel services	2442	Arrangement of travel and accommodation of personnel for business purposes	All services with respect to the Organization of travel services	Rental cars (see 2441)		Referring to SNV SN EN 15221-4:2011 (E) p. 48
Settlement of secretarial services	2560.30	Accounting and internal or external invoicing of services rendered in the area of secretarial services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of secretarial services	2560.40	Implementation of the quality management strategy in the area of secretarial	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Management support services**
Area Secretarial services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality inspection of secretarial services	2560.41	Monitoring the results, structures and processes in the area of secretarial and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to secretarial services	2560.42	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of secretarial				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
ICT services	2300	Information and Communication Technology (ICT) services	ICT workplace services; medical-therapeutic-nursing business process application services (HIS); management application services	Medical informatics (-> medical core business); Maintenance of equipment (-> see 1160 et seq.); see also sub-services		
Service planning ICT services	2300.01	Setting objectives and defining success factors, and making preparations for performing services in the area of ICT services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of ICT services assignments	2300.02	Organization and coordination of ICT services assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
ICT workplace services	2360	Company-wide provision of ICT for workplaces	Electronic workplace services; telephony / smart device services; device services			Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]
Electronic workplace services	2361	Company-wide provision of electronic workstations	Standard electronic workstation service (physical); Special electronic workstation Service (physical); Virtual workstation service; ICT user service (Login)			Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]
Standard electronic workstation services (physical)	2361.10	Provision of electronic standard workstation	Hardware: all tasks related to the lifecycle of thin clients/computers (desktop, notebook), peripherals (screen, keyboard, mouse), (W)LAN connections	Procurement (see 2550 et seq.); Warehousing (see 2490 et seq.); Disposal (see 1173.13); ICT User Service (Login) (see 2361.4)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Electronic special workplace services (physical)	2361.20	Provision of electronic special workstation	Hardware: all tasks related to the life cycle of the power station, docking station, special equipment, rental equipment, etc; Software: installation and configuration of software in connection with extended hardware, installation and configuration of special individual/optional standard applications; Network/system access: installation and configuration of remote access (RAS); Support: Special training courses	Procurement (see 2550 et seq.); Warehousing (see 2490 et seq.); Disposal (see 1173.13)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholde- rer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]
Virtual workplace services	2361.30	Provision of virtual workplace	Licensing for workstation, provision of necessary memory/CPU	IT user service (login) (see 2361.4)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholde- rer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]
ICT user services	2361.40	Provision of ICT users / login	Logon: setting up user account/profile; Software: provision of the basic software required for operation, standard applications (Office products, e-mail/messaging, virus scanner, etc.) incl. licensing of the software; Network/system access (internal/external): internet/intranet access, (printer) server access, storage access according to user profile; Support: User support, standard training			Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholde- rer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Telephony/Smart device services	2362	Provision of telephony and smart devices	Telephony service (physical + login)			Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholde- rer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]
Telephony services	2362.10	Provision of telephony (physical + login)	All tasks related to the lifecycle of fixed line, mobile smart tablet devices; Logon: set up user account/ profile; Support: user support, standard training	Procurement (see 2550 et seq.); Warehousing (see 2490 et seq.); Disposal (see 1173.13)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholde- rer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]
Device services	2363	Provision of devices	Multifunction device service; single station printer service			Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholde- rer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]
Multifunction device services	2363.10	Provision of multifunction devices	Hardware: All tasks related to the life cycle of multi-function software devices; Software: Installation + configuration of multifunction devices	Procurement (see 2550 et seq.); Warehousing (see 2490 et seq.); Disposal (see 1173.13)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholde- rer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]
Individual printer services	2363.20	Provision of single station printers	Hardware: all tasks related to the lifecycle of individual workplace printers; Network/system access: Configu- ration of print server access; Support: user support, standard training	Procurement (see 2550 et seq.); Warehousing (see 2490 et seq.); Disposal (see 1173.13)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholde- rer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Other device services	2363.30	Provision of other devices	Hardware: all tasks related to the lifecycle of other devices; Network/system access: configuration of print server access; Support: user support, training	Building and medical technology (see 1160 et seq.) Operation & maintenance non-medical / medical / mobile fixed assets and outdoor areas; 1191 et seq. Operation & maintenance of immovable medical property, plant and equipment; 1192 Operation & maintenance of medical mobile property, plant and equipment)		
Medical business process application services (HIS)	2370	Provision of software applications and modules for medical, therapeutic and nursing business processes; Medical Information System	Patient dossier management and documentation application services; Diagnostic application services; Patient-related resource planning application services; Medical/ therapeutic/nursing decision support		ehealthsuisse, Competence and Coordination Office of the Confederation and Cantons; Swiss Academy of Medical Sciences; Swiss physicians FMH (2013) Legal foundations in everyday medical practice; Swiss Confederation (2015) Patient rights and patient participation in Switzerland	Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 109 ff [Original in German].; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Winter et al. (2005) Krankenhausinformationssysteme. p. 552 et seq. [Original in German]
Patient dossier management & documentation application services	2371	Provision of software applications and modules for patient dossier management and documentation	Application services for patient admission; medical/therapeutic/nursing treatment planning and documentation, and medical service recording and billing		ehealthsuisse, Competence and Coordination Office of the Confederation and Cantons; Swiss Academy of Medical Sciences; Swiss physicians FMH (2013) Legal foundations in everyday medical practice; Swiss Confederation (2015) Patient rights and patient participation in Switzerland	Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 81 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Patient admission module services	2371.10	Provision of software applications and modules within the scope of patient admissions				Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 81 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Blobel (2005) Elektronische Patientenakte p. 564 et seq. [Original in German]
Medical/therapeutic/nursing treatment planning & documentation module services	2371.20	Provision of software applications and modules within the scope of medical, therapeutic and nursing treatment planning and documentation.	Documentation and archiving of medical/therapeutic/nursing patient data incl. treatment process, result, diagnosis, medication, nursing and laboratory data; surgical documentation			Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Zaiss et al. (2005) Medizinische Dokumentation, Terminologie und Linguistik p. 89 et seq. [Original in German]; Winter et al. (2005) Krankenhausinformationssysteme. p. 552 et seq. [Original in German]
Medical service recording for billing module services	2371.30	Provision of software applications and modules for medical service recording regarding the billing of the case				Referring to Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Ingenerf & Stausberg (2005) Klinische Arbeitsplatzsysteme. p. 640 et seq. [Original in German]

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Diagnostic application services	2372	Provision of software applications and modules for (instrumental) diagnostics	Radiology Information System (RIS); Picture Archiving and Communication System (PACS); Laboratory Information System (LIS)		ehealthsuisse, Competence and Coordination Office of the Confederation and Cantons; Swiss Academy of Medical Sciences; Swiss Medical Association FMH (2013) Rechtliche Grundlagen im medizinischen Alltag; Swiss Confederation (2015) Patientenrechte und Patientenpartizipation in der Schweiz	
Radiology Information System (RIS)	2372.10	Provision of software applications and modules within the framework of radiological facilities	Processing of alphanumeric data in connection with radiological examinations and diagnostic reports			Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 123, p. 129 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Ingenerf & Stausberg (2005) Klinische Arbeitsplatzsysteme. p. 640 et seq. [Original in German]
Picture Archiving & Communication System (PACS)	2372.20	Provision of software applications and modules for the management of imaging processes	All methods for generating image data, making them available in real time and archiving them digitally / image archiving and communication system			Referring to Czap (2013) Picture Archiving and Communication System (PACS); Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 123, p. 129 et seq. [Original in German]; ehealthsuisse (n.d.) Patientendatenmanagementsysteme [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Winter et al. (2005) Krankenhausinformationssysteme p. 573 f. [Original in German]

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Laboratory Information System (LIS)	2372.30	Provision of software applications and modules for laboratory diagnostics	Laboratory tests based on clinical matters incl. sampling, sample marking, sample transport, sample acceptance, sample identification, sample distribution, laboratory analysis, quality control, validation, report transmission, interpretation, billing			Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 123, p. 133 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Winter et al. (2005) Krankenhausinformationssysteme p. 574 f. [Original in German]
Patient-related resource planning application services	2373	Provision of software applications and modules for patient-related resources	Service recording in nursing (LEP); bed scheduling / occupancy management; patient scheduling application service; treatment room planning application service	Procurement (see 2550); warehouse (see 2490),		Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 119 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte p. 568 f. [Original in German]
Service Entry in Nursing (LEP) module services	2373.10	Provision of software applications and modules for the recording of services in maintenance				Referring to Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte; Lehmann (2005) Handbuch der Medizinischen Informatik
Bed scheduling / occupancy management module services	2373.20	Provision of software applications and modules for the disposition of beds and for the management of their occupancy	Overview of bed occupancy and associated transfer functions			Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 119 [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte p. 455, p. 630 [Original in German]
Patient scheduling module services	2373.30	Provision of software applications and modules for patient scheduling				Referring to Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte. p. 455, p. 630 [Original in German]; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]

Catalogue contents **Management support services**

Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Treatment room planning module services	2373.40	Provision of software applications and modules for planning treatment rooms		Space management (see 1420)		Referring to Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte. p. 455, p. 630 [Original in German]; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]
Device planning module services	2373.50	Provision of software applications and modules for planning devices		Maintenance of equipment (see 1160)		Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 119 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte p. 455, p. 630 [Original in German]
Pharmacy system	2373.60	Provision of software applications and modules for the pharmacy		Internal ordering of medical supplies and services (see 2550.93); operational procurement of medical supplies and pharmaceuticals (see 2551.11); tactical procurement of medical supplies and pharmaceuticals (see 2552.11)		Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis. p. 120 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]
Medical / therapeutic / nursing decision support application services	2374	Provision of software applications and modules for medical / therapeutic / nursing decision support	Medical, therapeutic, nursing decision support		ehealthsuise, Competence and Coordination Office of the Confederation and Cantons; Swiss Academy of Medical Sciences; Swiss Medical Association FMH (2013) Rechtliche Grundlagen im medizinischen Alltag; Swiss Confederation (2015) Patientenrechte und Patientenpartizipation in der Schweiz	Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 209 et seq. [Original in German]

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Medical decision support module services	2374.10	Provision of software applications and modules for medical decision support				Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis. p. 209 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]
Therapeutic decision support module services	2374.20	Provision of software applications and modules for therapeutic decision support				Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis. p. 209 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]
Nursing decision support module services	2374.30	Provision of software applications and modules for nursing decision support				Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis. p. 209 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]
Non-medical management & support application services	2380	Provision of software applications and modules for the strategic management of a hospital	Applications and modules for medical and non-medical sustainability management; quality management; risk management; identity management; resource/sourcing management; asset/portfolio management; ICT management; management information system; enterprise resource planning application services			
Strategic management decision support applications services	2381	Provision of software applications and modules for strategic information generation and processing for management	Business economic-strategic and medical-therapeutic-nursing-strategic management decision support			Referring to Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung [Original in German]

Catalogue contents Management support services

Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Business economic strategic management decision support module services	2381.10	Provision of software applications and modules for the non-medical-strategic management of a hospital	Applications and modules for non-medical sustainability management; quality management; risk management; identity management; resource/sourcing strategy; asset/portfolio management; IT management; management information system MIS; decision support systems EUS/ Decision Support Systems DSS; management support systems FUS / Executive Support Systems ESS			Referring to Gabriel (2016) Managementinformationssystem [Original in German]; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 410 et seq., p. 718 et seq. [Original in German]
Medical-therapeutic-nursing-strategic management decision support module services	2381.20	Provision of software applications and modules for the medical-therapeutic-nursing-strategic management of a hospital; planning, monitoring, control and evaluation of medical and nursing treatments on a strategic level	Applications and modules for medical sustainability management; quality management; risk management; identity management; resource/sourcing strategy; asset/portfolio management; ICT management			Referring to Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte p. 549 [Original in German]
Enterprise Resource Planning application services (ERP)	2382	Provision of software applications and modules in the areas of finance & controlling, human resources / HRM, legal advice, marketing & communication, secretariat/administration, ICT services management, logistics, infrastructure, hygiene, safety & security, hotel business and project (portfolio) management.	Module services for Finance & Controlling; HRM; legal; communication & marketing; administration; ICT service management; logistics; infrastructure management; Safety & Security; hygiene; Hotel business; Project Management			Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 120 [Original in German]; Gabriel (2016) Planungssystem [Original in German]; Gronau (2018) Enterprise Resource Planning [Original in German]; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 450 et seq. [Original in German]; Winkelmann (2013) Enterprise Resource Planning [Original in German]
Finance & Controlling module services	2382.01	Provision of software applications and modules in the area of Finance and Controlling (see 2510 et seq.)	Medical and non-medical finance			Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 122 [Original in German]; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 416 f., p. 620 [Original in German]

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Human Resources module services	2382.02	Provision of software applications and modules in the area of Human Resources/HRM (see 2520 et seq.)				Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 122; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 417 f., p. 620
Legal advice & contract management module services	2382.03	Provision of software applications and modules in the area of legal advice (see 2530 et seq.)				Referring to GEFMA 400 (2013) Computer Aided Facility Management CAFM - Begriffsbestimmungen, Leistungsmerkmale [Original in German]
Marketing & Communication module services	2382.04	Provision of software applications and modules in the area of Marketing & Communication (see 2544 et seq.).	CRM			Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 120 et seq. [Original in German]; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 421, p. 620 [Original in German]
Secretariat module services	2382.05	Provision of software applications and modules in the secretariat/ administration area (see 2560 et seq.)	Standard commercial software			
ICT service management module services	2382.06	Provision of software applications and modules in the area of ICT service management (see 2300 et seq.)	Support of business processes and functions through ICT			Referring to Tsarnekov (2012) Management von IT-Dienstleistungen [Original in German]

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Logistics administration module services	2382.07	Provision of software applications and modules in the area of logistics	Software applications and modules in the areas of procurement medical + non-medical incl. pharmacy (see 2550 et seq.); supplier management; warehousing (see 2490 et seq.); transport (see 2590 et seq.); disposal & recycling (see 1170 et seq.)			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 120 et seq. [Original in German]; GEFMA 400:2013 Computer Aided Facility Management CAFM - Begriffsbestimmungen, Leistungsmerkmale; Koch et al. (2013) CAFM-Software und CAFM-Systeme p. 251 - 267 [Original in German]; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 420, S. 620 [Original in German]; Marchionini et al. (2013) Zum Verhältnis von Facility Management und CAFM p. 5 - 8 [Original in German]
Infrastructure management module services	2382.08	Provision of software applications and modules in the area of infrastructure	Software applications and modules in the areas of maintenance (see 1410 et seq., 1990.10 et seq, 1200 et seq.); land management (see 1420 et seq. 1100 et seq., 1140 et seq., 1400); energy (see 1170 et seq.)			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 122 [Original in German]; GEFMA 400:2013 Computer Aided Facility Management CAFM - Begriffsbestimmungen, Leistungsmerkmale p. 1 - 2 [Original in German]; Koch et al. (2013) CAFM-Software und CAFM-Systeme p. 251 - 267; Marchionini et al. (2013) Zum Verhältnis von Facility Management und CAFM p. 5 - 8 [Original in German]
Safety & Security management module services	2382.09	Provision of software applications and modules in the area of Safety & Security	Software applications and modules in the area of safety & security (see 2110 et seq., 2120 et seq.)			Referring to GEFMA 400:2013 Computer Aided Facility Management CAFM - Begriffsbestimmungen, Leistungsmerkmale [Original in German]; Marchionini et al. (2013) Zum Verhältnis von Facility Management und CAFM p. 5 - 8 [Original in German]

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Hygiene management module services	2382.10	Provision of software applications and modules in the area of z	Software applications and modules in the areas of cleaning; disinfection (see 1300 et seq.); reprocessing of medical devices (see 1390.91)			Referring to GEFMA 400:2013 Computer Aided Facility Management CAFM - Begriffsbestimmungen, Leistungsmerkmale [Original in German]; Koch et al. (2013) CAFM-Software und CAFM-Systeme p. 251 - 267 [Original in German]; Marchionini et al. (2013) Zum Verhältnis von Facility Management und CAFM p. 5 - 8 [Original in German]
Hotel business module services	2382.11	Provision of software applications and modules in the area of hotel business	Software applications and modules in the areas of catering (see 2219 et seq.); textiles (2240 et seq.); accommodation management/operation of properties (see 2290); various hotel services (see 2200 et seq.)			Referring to Dugas (2017) Medizin-informatik - Ein Kompendium für Studium und Praxis p. 120 et seq. [Original in German]
Project management module services	2382.12	Provision of software applications and modules in project and project portfolio management	Software applications and modules for planning and controlling projects (project structuring, change management, risk management, milestone planning, project budget, project controlling/reporting)			Referring to Morgroth (n.d.) Projektmanagement-Werkzeug [Original in German]
Billing for ICT services	2300.10	Billing and internal or external invoicing of services rendered in the area of ICT services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of ICT services	2300.20	Implementation of the quality management strategy in the area of ICT	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of ICT services	2300.21	Monitoring the results, structures and processes in the area of ICT and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Management support services**
Area ICT services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality assurance / need for adjustments to ICT services	2300.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of ICT				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

<h2>Strategic management services</h2> <p><u>Sustainability</u> Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities</p> <p><u>Quality management</u> Quality mgmt. strategy; Defining standards & guidelines; Process-; Structure/Potential-; Result quality mgmt.</p> <p><u>Risk management</u> Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.</p> <p><u>Corporate identity</u> Corporate identity strategy</p> <p><u>Resources/ Sourcing management</u> Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support</p> <p><u>Asset/Portfolio strategy</u> Business model development -; Financing -; Investment -; Portfolio -; Multi-portfolio mgmt. - & programm mgmt. -; Cooperation -; Research & development strategy</p> <p><u>ICT management</u> ICT mgmt. strategy</p>		
<h2>Management support services</h2> <p><u>Finance & Controlling</u> External accounting/ Financial accounting; Internal accounting/Controlling, Reporting</p> <p><u>Human Resource Management</u> Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development</p> <p><u>Legal counsel & contracts</u> Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities</p> <p><u>Marketing & Communication</u> Marketing & Communication serv.</p> <p><u>Secretarial services</u> Secretarial services; Translations; Reprographics; Travel serv.</p> <p><u>ICT services</u> ICT workplace services Elektronic workplace-; Telephony/(smart) device serv. Medical business process application services (HIS) Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv. Non-medical management & support application services Strat. mgmt. decision support appl. serv.; ERP appl. serv.</p>		
<h2>Non-medical support services</h2> <p><u>Logistics</u></p> <p>Procurement Internal ordering; Operational-; Tactical procurement</p> <p>Storage Inspection of incoming goods; Warehouse mgmt.; Order-picking</p> <p>Transport services & distribution External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt.</p> <p>Disposal & Recycling</p> <p>Tactical resource management</p> <p><u>Infrastructure</u></p> <p>Operation & preventative maintenance Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations</p> <p>Space management & provision Space (accommodation) provision & mgmt.; Property administration; Provision of workplaces</p> <p>Supply and disposal of energy & water</p> <p><u>Hygiene, Safety & Security</u></p> <p>Cleaning & Disinfection Routine -; Intermediate -; Basic -; Special cleaning</p> <p>Preparation of medical products Sterilization serv.</p> <p>Ensuring of health & safety Ensuring workplace safety & health protection</p> <p>Security Securing people; Fire -; Object -; Information protection</p> <p><u>Hotel services</u></p> <p>Catering Patient & resident -; Staff -; Guest catering; Vending serv.; External&Event Catering</p> <p>Provision of textiles Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's -; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties</p> <p>Accommodation management & operation of properties Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt.</p> <p>Various hotel services Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks&shops; Childcare; Non-medical patient support; Non-medical library & archives</p>		Project management

Catalogue contents **Non-medical support services - Overview**

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Non-medical support services	1990.01	Services in the non-medical support area	Logistics; Infrastructure; Hygiene, Safety & Security; Hotel services	Refer to specific sub-services		

<p>Strategic management services</p> <p><u>Sustainability</u> Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities</p> <p><u>Quality management</u> Quality mgmt. strategy; Defining standards & guidelines; Process-; Structure/Potential-; Result quality mgmt.</p> <p><u>Risk management</u> Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.</p>	<p><u>Corporate identity</u> Corporate identity strategy</p> <p><u>Resources/ Sourcing management</u> Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support</p>	<p><u>Asset/Portfolio strategy</u> Business model development-; Financing-; Investment-; Portfolio-; Multi-portfolio mgmt.- & programm mgmt.-; Cooperation-; Research & development strategy</p> <p><u>ICT management</u> ICT mgmt. strategy</p>		
<p>Management support services</p> <p><u>Finance & Controlling</u> External accounting/ Financial accounting; Internal accounting/Controlling, Reporting</p> <p><u>Human Resource Management</u> Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development</p> <p><u>Legal counsel & contracts</u> Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities</p> <p><u>Marketing & Communication</u> Marketing & Communication serv.</p> <p><u>Secretarial services</u> Secretarial services; Translations; Reprographics; Travel serv.</p>		<p><u>ICT services</u></p> <p>ICT workplace services Elektronic workplace-; Telephony/(smart) device serv.</p> <p>Medical business process application services (HIS) Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv.</p> <p>Non-medical management & support application services Strat. mgmt. decision support appl. serv.; ERP appl. serv.</p>	<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Project management</p>	
<p>Non-medical support services</p> <p><u>Logistics</u></p> <p>Procurement Internal ordering; Operational-; Tactical procurement</p> <p>Storage Inspection of incoming goods; Warehouse mgmt.; Order-picking</p> <p>Transport services & distribution External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt.</p> <p>Disposal & Recycling</p> <p style="text-align: center;">Tactical resource management</p> <p><u>Infrastructure</u></p> <p>Operation & preventative maintenance Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations</p> <p>Space management & provision Space (accomodation) provision & mgmt.; Property administration; Provision of workplaces</p> <p>Supply and disposal of energy & water</p> <p><u>Hygiene, Safety & Security</u></p> <p>Cleaning & Disinfection Routine -; Intermediate -; Basic -; Special cleaning</p> <p>Preparation of medical products Sterilization serv.</p> <p>Ensuring of health & safety Ensuring workplace safety & health protection</p> <p>Security Securing people; Fire -; Object -; Information protection</p>		<p><u>Hotel services</u></p> <p>Catering Patient & resident-; Staff-; Guest catering; Vending serv.; External/Event Catering</p> <p>Provision of textiles Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's -; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties</p> <p>Accommodation management & operation of properties Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt.</p> <p>Various hotel services Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks&shops; Childcare; Non-medical patient support; Non-medical library & archives</p>		

Catalogue contents **Non-medical support services - Area Logistics - Overview**

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Logistics	2400	Procurement; transportation; turnover / commissioning; storage and disposal of all materials, and transportation of persons	Procurement; warehousing; transport services & provision; disposal & recycling	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 46; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]; Gerber (2016) LemoS 3.0 - performance assignment model for non-medical support services in hospitals adapted to new findings; Krieger (n.d.) Logistik [Original in German]

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Procurement - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Procurement	2550	Supply of materials, services, operating and work equipment, rights and information to the company	Procurement planning; management of procurement assignments; operational and tactical procurement; invoicing and quality management of procurement services	Refer to specific sub-services		Referring to Krieger (n.d.) Beschaffung
Procurement performance planning	2550.90	Setting objectives and defining success factors, and making preparations for performing services in the area of procurement				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of procurement assignments	2550.91	Organization and coordination of orders in the area of procurement	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Internal ordering	2550.92	All transactions in connection with internal purchase orders for materials and services, e.g. at the central warehouse/central purchasing department				
Internal ordering material & services medical	2550.93	All transactions in connection with internal purchase orders for medical materials and services, e.g. at the central warehouse/central purchasing department.				
Internal ordering material & services non-medical	2550.94	All transactions in connection with internal company orders for non-medical materials and services, e.g. central warehouse/central check-in.				
Operational procurement	2551	Ensuring needs-based provision according to procurement strategy and strategic/tactical procurements standards	Operational non- / medical procurement			Referring to DIN 32736 Building Management - Definitions and scope of services (2000) p. 7 [Original in German]; Krieger (n.d.) Beschaffung [Original in German]

Catalogue contents **Non-medical support services - Area Logistics**

Subject-area Procurement - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Operational medical procurement	2551.10	Operational procurement of medical material / medicines and medical services	Medical equipment; pharmaceuticals and medical services			
Operational procurement of medical material & medicines	2551.11	Operational procurement of medical material and medicines	Procurement of all materials and of all medicines falling under the Ordinance on Medical Devices or the Therapeutic Products Act	Logistics (see 2400), storage (see 2490), tactical procurement (see 2552 et seq.), resources and sourcing strategy (see 9500)		Referring to SR 812.213 Ordinance on Medicinal Products (2010) [Original in German]; SR 832.112.31 Itemized list of all things covered by the social health insurances (2013) [Original in German] and 812.21 Federal law on medicaments and medicinal products (2000) [Original in German]
Operational procurement of medical services	2551.12	Operational procurement of medical services	Procurement of all medical services	Tactical procurement (see 2552 et seq.), resources and sourcing strategy (see 9500)		
Operational non-medical procurement	2551.20	Operational procurement of non-medical material and non-medical services	Non-medical equipment and non-medical services	Refer to specific sub-services		
Operational procurement of non-medical material	2551.21	Operational procurement of non-medical material	Procurement of all material not falling under the Ordinance on Medical Devices (e.g. furniture, art, cosmetics and care products, food, textiles, detergents, cleaning materials, chemicals)	Logistics (see 2400), storage (see 2490), tactical procurement (see 2552 et seq.), resources and sourcing strategy (see 9500)		
Operational procurement of non-medical services	2551.22	Operational procurement of non-medical services	Procurement of all non-medical services (e.g. consulting services)	Tactical procurement (see 2552 et seq.), resources and sourcing strategy (see 9500)		

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Procurement - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Tactical procurement	2552	Ensuring that specific requirements are provided for on favorable terms on a long-term basis	Procurement market research, determination of central and/or decentralized procurement, Material Group Management (materials analysis, evaluation and selection of materials) procurement controlling; analyses, evaluation (compliance and securing of requirements for acute hospital with respect to service mandate and pandemic stock) and selection of suppliers; procurement marketing; relationship management with suppliers, negotiation, conclusion as well as control of framework agreements, planning and application of appropriate information support systems, creation of procurement portfolios. Evaluation and assessment of the portfolio. Interface management of medical and non-medical users, product specifications, price and condition configuration, order planning and value analysis, demand pooling, process definitions, service chain, inviting tenders, cooperation negotiations; forms	Refer to specific sub-services		Referring to Engelke & Oswald, J. (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 455 - 459 [Original in German]; Krieger (n.d.) Beschaffung [Original in German]
Tactical medical procurement	2552.10	Tactical procurement of medical material / medicines and medical services	Refer to specific sub-services	Refer to specific sub-services		

Catalogue contents **Non-medical support services - Area Logistics**

Subject-area Procurement - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Tactical procurement of medical material and medicines	2552.11	Tactical procurement of medical material and medicines	Tactical matters concerning procurement of medicines and of all materials not falling under the Ordinance on Medical Devices or the Therapeutic Products Act	Logistics (see 2400), storage (see 2490), operational procurement (see 2551 et seq.), resources and sourcing strategy (see 9500),		Referring to SR 812.213 Ordinance on Medicinal Products (2001) [Original in German]; SR 832.112.31 Itemized list of all things covered by the social health insurances (2013) [Original in German] and 812.21 Federal law on medicaments and medicinal products (2000) [Original in German]
Tactical procurement of medical services	2552.12	Tactical procurement of medical services	Tactical issues of procurement of all medical services, cooperation agreement negotiations	Operational procurement (see 2551 et seq.), resources and sourcing strategy (see 9500)		
Tactical non-medical procurement	2552.20	Tactical procurement of non-medical material	Refer to specific sub-services	Refer to specific sub-services		
Tactical procurement of non-medical material	2552.21	Tactical procurement of non-medical material	Tactical issues of the procurement of all material, not falling under die Ordinance on Medical Devices (e.g. furniture, art, cosmetics and care products, food, textiles, detergents, cleaning material, chemicals)	Logistics (see 2400), storage (see 2490), operational procurement (see 2551 et seq.), resources and sourcing strategy (see 9500)		
Tactical procurement of non-medical services	2552.22	Tactical procurement of non-medical services	Tactical issues of procurement of all non-medical services (e.g. consulting services)	Operational procurement (see 2551 et seq.), resources and sourcing strategy (see 9500)		Referring to SNV SN EN 15221-4:2011 (E) p. 53
Settlement of procurement services	2550.95	Billing and internal or external invoicing of services rendered in the area of procurement	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of procurement services	2550.96	Implementation of the quality management strategy in the area of procurement	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Procurement - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality inspection of procurement services	2550.97	Monitoring the results, structures and processes in the area of procurement and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to procurement services	2550.98	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of procurement				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Logistics**

Subject-area Storage - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Storage	2490	Securing of storage management of medical and non-medical material	Storage planning; management of storage assignments; incoming goods inspection; storage management; picking; invoicing and quality management of warehouse management services	Refer to specific sub-services		
Warehouse performance planning	2490.01	Setting objectives and defining success factors, and making preparations for performing services in the area of warehousing				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of warehouse assignments	2490.02	Organization and coordination of orders in the area of warehousing	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Inspection of incoming goods	2490.10	Acceptance of goods, unpacking and inspection of medical and non-medical material	Inspection of incoming non-medical material (furniture, food, textiles etc.) as well as medical material in accordance with the Ordinance on Medical Devices	Transport and distribution of goods (see 2443 et seq.), procurement (see 2550)		
Warehouse management	2490.20	Ensuring temporary storage and storage of medical and non-medical material as well as dangerous goods	Warehouse management of non-medical material and dangerous goods	Refer to specific sub-services	Chemicals Act, Chemicals Regulation, Medical Devices Ordinance; Mittel- und Gegenstände-Liste [Original in German]	Referring to Ordinance of Medical Products 812.213 (2001/2017); Itemized list of all things covered by the social health insurances 832.112.31 (2018)
Inventory management of medical material	2490.21	Ensuring the interim storage and storage of medical material	Storage of medical material: medicines and medical devices in accordance with the Medical Devices Ordinance	Transport & distribution of goods (see 2443 et seq.); procurement (2550); storage of non-medical material (2490.22); storage of dangerous goods (2490.23)	Chemicals Act; Ordinance on Protection against Dangerous Substances and Preparations; Medical Devices Ordinance; Mittel- und Gegenstände-Liste	Referring to Medical Devices Ordinance 812.213 (2001/2017); Mittel- und Gegenständeliste 832.112.31 (2018) [Original in German]

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Storage - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Stock management of non-medical material	2490.22	Ensuring the interim storage of non-medical material	Storage of non-medical material: e.g. furniture, art, cosmetics and care products, foodstuffs, textiles, detergents, cleaning agents, chemicals	Transport & distribution of goods (see 2443 et seq.); procurement (2550); storage of medical equipment (2490.22); storage of hazardous goods (2490.23)	Chemicals Act; Ordinance on Protection against Dangerous Substances and Preparations; Medical Devices Ordinance; Mittel- und Gegenstände-Liste	Referring to Medical Devices Ordinance 812.213 (2001/2017); Mittel- und Gegenständeliste 832.112.31 (2018) [Original in German]
Storage management of dangerous goods	2490.23	Ensuring the interim storage and storage of dangerous goods	Liquefied or pressurized gases/storage class 2; Flammable liquids/Storage class 3; Flammable solids/storage class 4.1; Substances liable to spontaneous combustion/Storage class 4.2; Substances forming flammable gases with water/storage class 4.3; Substances requiring fire/Storage class 5; Toxic substances/storage class 6.1; Corrosive and corrosive substances/storage class 8; Liquid substances/storage class 10/12; Solid substances/storage class 11/13	Goods transport & distribution (see 2443 et seq.); procurement (2550); storage of medical and non-medical equipment (2490.21, 2490.22)	Chemicals Act; Ordinance on Protection against Dangerous Substances and Preparations; Medical Devices Ordinance; Mittel- und Gegenstände-Liste	Referring to Beutler et al. (2018) Lagerung gefährlicher Stoffe; EKAS Richtlinie 1825 (2005) Brennbare Flüssigkeiten; EKAS Richtlinie 6501 (1990) Säuren und Laugen
Order picking	2490.30	Compilation of medical and non-medical material as well as dangerous goods according to specified orders	Picking of non-medical / medical material and dangerous goods	Refer to specific sub-services		Referring to Krieger (n.d.) Kommissionierung [Original in German]
Picking of medical material	2490.31	Order picking of medical material		Incoming goods inspection (2490.10); Goods transport & distribution (see 2443 et seq.); Procurement (2550); Warehouse management (2490.20); Commissioning of non-medical material (2490.32); Picking of hazardous goods (2490.31)		

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Storage - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Picking non-medical material	2490.32	Order picking of non-medical material		Incoming goods inspection (2490.10); Goods transport & distribution (see 2443 et seq.); Procurement (2550); Warehouse management (2490.20); Commissioning of medical equipment (2490.31); Picking of hazardous goods (2490.31)		
Picking of dangerous goods	2490.33	Picking of dangerous goods		Incoming goods inspection (2490.10); goods transport & distribution (see 2443 et seq.); procurement (2550); storage of medical and non-medical equipment (2490.20); order picking of medical and non-medical equipment (2490.31)		
Settlement of warehouse services	2490.40	Billing and internal or external invoicing of services rendered in the area of warehousing				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of warehouse services	2490.50	Implementation of the quality management strategy in the area of warehouse	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of warehouse services	2490.51	Monitoring the results, structures and processes in the area of warehouse and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to warehouse services	2490.52	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of warehouse				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Transport services & distribution - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Transport services & distribution	2443	Transport and supply of goods and staff within or between locations	Transport services & provision planning; management of transport services & provision assignments; transport of persons; goods transport and distribution; fleet management; invoicing and quality management of transport services & provision	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 48
Transport capacity & provision planning	2443.01	Setting objectives and defining success factors, and making preparations for the implementation of services in the area of transport services & provision				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of transport services & provisioning assignments	2443.02	Organization and coordination of transport services & provisioning assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Transport of people	2443.10	Transportation of people without medical supervision	External and internal transport of persons	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 [Original in German] p. 47
External people transport services	2443.11	Transportation of people from the site to the destination and back	Trips for patients, employees and guests off-site, carpool services / driving personnel management	Medical care, rescue service		Referring to Mittel- und Gegenständeliste 832.112.31 (2018) [Original in German]; 832.112.31
Internal people transport services	2443.12	On-site transportation of people incl. medical aids	Trips for patients, employees and guests incl. medical aids within sites, carpool services / driving personnel management	Medical care, vehicles that are supplied exclusively for the use of employees (see 2441)		
Transport services & distribution	2443.20	Transport and distribution of goods	External and internal transport and distribution of goods	Postal service (see 2422); Refer to specific sub-services		
External transport & distribution of non-dangerous goods	2443.21	External transport and distribution of goods and material which are not considered dangerous goods	e.g. food / catering, laundry, furniture, office material		GDP-regulatory temperature monitoring	Referring to GMP Navigator (n.d.) GMP und GDP Guidelines

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Transport services & distribution - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
External transports & distribution of dangerous goods	2443.22	External transport and distribution of goods and material considered dangerous	Goods and material considered dangerous		National and international requirements for transport of dangerous substances on the streets	Referring to Europäisches Übereinkommen über die internationale Beförderung gefährlicher Güter auf der Strasse 0.741.621 (1957/2017) [Original in German]; IATA (2018) IATA Gefahrgutvorschriften [Original in German]; 741.621 Regulation for the transport of dangerous substances on the streets (2002) [Original in German] Art. 7 and 741.622 Regulations pertaining to persons responsible for dealing with dangerous goods (2001) [Original in German]
External transport & distribution of anesthetics	2443.23	External transport and distribution of anesthetics in compliance with legal regulations	All controlled substances		Law pertaining to controlled substances	Referring to Federal Act on Narcotics and Psychotropic Substances 812.121. (1951/ 2018)
Internal transport & distribution of non-dangerous goods	2443.24	Internal transport and distribution of goods and material not considered dangerous	E.g. food / catering, laundry, furniture, office material, beds; laboratory samples			
Internal transport & distribution of dangerous goods	2443.25	Internal transport and distribution of goods and material considered dangerous	Goods and material considered dangerous		Regulation for the transport of dangerous substances on the streets, Ordinance concerning hazardous goods forwarders for the transportation of hazardous goods by road, rail or inland waterways; sender is liable according to law	Referring to Verordnung über die Beförderung gefährlicher Güter auf der Strasse 741.622 (2002/2007) Art. 7; Verordnung über Gefahrgutbeauftragte für die Beförderung gefährlicher Güter auf Strasse, Schiene und Gewässern 741.622 (2001/2016) [Originals in German]
Internal transport & distribution of anesthetics (controlled substances)	2443.26	Internal transport and distribution of anesthetics in compliance with legal regulations	Controlled substances		Law pertaining to controlled substances	Referring to Bundesgesetz über die Betäubungsmittel und die psychotropen Stoffe 812.121. (1951/ 2018) [Original in German]

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Transport services & distribution - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Post room and internal distribution	2422	Operation of postal logistics providing internal and external courier and distribution services	Reception, opening, collation, distributing, collection, packing, stamping, franking, scanning, recording and sending of letters and packages incl. documentation of delivery, pneumatic post	External transports of goods (see 2443 et seq.), procurement of material (see 2550 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 47
Relocations	2430	Planning and implementation of relocations	Determination of the necessary transport and installation services, definition as well as coordination of relocations and installation deadlines, disassembly, transport, assembly and the putting into operation of furniture, ICT devices and personal objects, signing off on transport and installation services; minor building improvement jobs	Building improvements (-> Project), portfolio optimization (see 9600), relocations projects, exceeding the operational scope (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 47
Fleet management	2441	Management of people, transport and utility vehicles (motorized and not motorized)	Preventative maintenance and management of all vehicles, combustible and fuel management, vehicle cleaning, securing vehicle insurances, and transport related health and security/safety management	Carpool service / driving personnel management (see 2443 et seq.), ambulance services (-> medical services), vehicle procurement (see 2550 et seq.), financing of vehicles (see 9620)		Referring to SNV SN EN 15221-4:2011 (E) p. 48
Invoicing transport & distribution services	2443.30	Billing and internal or external invoicing of services rendered in the area of transport and supply services	Ensuring the administration of the necessary contents for billing, triggering billing, monitoring and ensuring settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of transport & distribution services	2443.40	Implementation of the quality management strategy in the area of transport & distribution	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Transport services & distribution - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Quality inspection of transport & distribution services	2443.41	Monitoring the results, structures and processes in the area of transport & distribution and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to transport & distribution services	2443.42	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of transport & distribution				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Disposal & Recycling - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Disposal & Recycling	1173	Disposal and recycling of solid and liquid recyclable material / disposals	Waste disposal & recycling planning; management of disposal & recycling assignments; disposal incl. the collection of filled collection containers and exchange with empty collection containers, labelling, temporary storage at central collection point, sorting and disposal of recycling within the scope of legal provisions. Accounting and quality management of waste disposal and recycling planning services	Presorting of waste at the source by employees who are otherwise not dealing with recyclable material / waste, waste water disposal (see 1172.10); Special waste to be treated in the sense of re-processing medical devices (see 1390.90 et seq.); Refer to specific sub-services	Environmental Protection Act, Regulation on the Return, Take-Back and Disposal Electrical and Electronic equipment, Water Conservation Act, Technical Ordinance on Waste, Regulation on Handling Waste, Ordinance concerning hazardous goods forwarders for the transportation of hazardous goods by road, rail or inland waterways, it is applicable for all hazardous waste beyond certain limits (usually >333kg per drive and hazardous waste; hospital sender accepts liability for the disposals	Referring to SNV SN EN 15221-4:2011 (E) p. 29; Federal Act on the Protection of Waters 814.20 (1991/2017); DIN 32736 (2000) Building Management p. 6; Technische Verordnung über Abfälle (TVA) 814.600 (1990/2011) [Original in German]; Verordnung über den Verkehr mit Abfällen 814.610 (2005/ 2018) [Original in German]; Verordnung über Gefahrgutbeauftragte für die Beförderung gefährlicher Güter auf Strasse, Schiene und Gewässern 741.622 (2001/2016) [Original in German]; Verordnung über die Rückgabe, die Rücknahme und die Entsorgung elektrischer und elektronischer Geräte 814.620. (1998/2005) [Original in German]
Disposal & Recycling service planning	1173.01	Setting objectives and defining success factors, and making preparations for performing services in the area of waste management & recycling				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of waste management & recycling assignments	1173.02	Organization and coordination of waste disposal and recycling assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of assignment execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Disposal & Recycling - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Disposal of non-sector-specific recyclables	1173.10	Proper disposal of non sector-specific recyclables	Recyclable materials; green waste; electrical waste; industrial waste; sensitive documents	Disposal of hospital-specific waste (see 1173.20), waste water treatment and disposal (see 1172.10); Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 28
Disposal of recyclable materials	1173.11	Proper disposal of recyclable material	Paper, cardboard, newspapers, tins, aluminum, used metal, glass, plastic, PET, polystyrene (styrofoam), batteries, fluorescent lamps, light bulbs, edible oil, toner, magnetic data carriers, typewriter ribbon fabric, electronic waste, labeling		Regulation on the Return, Take-Back and Disposal Electrical and Electronical equipment; for large units fluorescent lamps are known as hazardous waste. Data protection shall be taken into account	Referring to CUSSTR (2005) Waste Disposal [Original in German] p. 8; Verordnung über die Rückgabe, die Rücknahme und die Entsorgung elektrischer und elektronischer Geräte 814.620. (1998/2005) [Original in German]
Disposal of green waste	1173.12	Proper disposal of compost material	Waste from mowing of lawns and grassed areas, branches, grass clippings, pruning waste, soil, peels, coffee grounds, flowers, cooked food; biogas production; labeling			Referring to CUSSTR (2005) Waste Disposal [Original in German] p. 9; Verordnung über den Verkehr mit Abfällen 814.610 (2005/ 2018) [Original in German]
Disposal of electric waste	1173.13	Proper disposal of electrical and electronical equipment in line with legal requirements	Cables, meters, switches, motors, electronic operation devices of maintenance electronics, office, information and communication technology, household devices, lamps, illuminants, tools sport and leisure equipment like toys; labeling	Lightbulbs (see 1173.11)	Regulation on the Return, Take-Back and Disposal Electrical and Electronical equipment	Referring to CUSSTR (2005) Waste Disposal [Original in German] p. 9; Verordnung über die Rückgabe, die Rücknahme und die Entsorgung elektrischer und elektronischer Geräte 814.620. (1998/2005) [Original in German]
Disposal of industrial waste	1173.14	Proper disposal of industrial waste	Insulation material, construction or demolition wood, toxic wood, industrial oil, sprays, conductors with radioactive source, pesticides, concrete, bricks, rubbers, tires, gypsum, gravel, tar/asphalt, waste water sludge, plastic; labeling		Regulation on Handling Waste	Referring to CUSSTR (2005) Waste Disposal [Original in German] p. 9; Verordnung über den Verkehr mit Abfällen 814.610 (2005/ 2018) [Original in German]

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Disposal & Recycling - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Disposal of data-sensitive documents & data carriers	1173.15	Proper disposal of data-sensitive documents	Physical staff and medical files incl. data carrier / paper; labeling	Electronic files, sensitive data not archivable		
Disposal of hospital specific waste	1173.20	Proper disposal of hospital specific recyclable material / waste	Unproblematic medical wastes; wet waste; body parts; organs; tissue; blood; excrement; secretions with contamination risk; waste with risk of injury / sharps; used drugs; cytostatic wastes; infectious waste; chemical waste; radioactive waste	Refer to specific sub-services		
Disposal of unproblematic medical waste (household garbage)	1173.21	Proper disposal of unproblematic medical waste	Non-recyclable domestic waste (combustible and not combustible), adhesive plasters, swabs, compresses, plaster casts, little contaminated dressings, flaps and lappets of skin, little tissues, necrosis, little tumors, empty infusion bottles, infusion sets without insertion needle, empty syringes without cannulas, emptied single-use containers (e.g. urine cups), empty medicine containers, plastic aprons, mouth and nose protection, non-prescription medications (e.g. medicinal teas, vitamin tablets, magnesium tablets, special nourishments, known and identifiable remedies of homeopathic and alternative medicine); labeling			Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 (A)
Disposal of liquid waste	1173.22	Proper disposal of food returns (liquid waste)	Food return of patients, staff, visitors and customer trays	Wrapped food returns like butter or jam portions, Ovomaltine sachets (see 1173.21)		

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Disposal & Recycling - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Disposal of body parts, organs and tissue („Pathology waste“)	1173.23	Proper disposal of pathology waste	Tissue disposals, placentas, body parts, removed organs, amputated limbs, etc.; appropriate tight containers; controlled temporary storage, from central storage in a cool area; labeling			Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 (B1.1)
Disposal of waste with blood, excretions & secretions with contamination risks	1173.24	Proper disposal of waste with blood, excretions and secretions with contamination risk	Unemptied or non-emptyable urine and blood transfusion bags, blood preparations, blood samples, abscess drainages, dialysis filters, heavily blood-soaked dressings; appropriate tear-resistant and liquid-tight packaging; controlled temporary storage, from central storage in a cool area; labeling			Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 (B1.2)
Disposal of waste with danger of injury / sharps	1173.25	Proper disposal of waste posing an injury risk	Cannula and needles of all kinds, ampoules, scalpel blades, glass tubes and content, object glass carriers, puncture-proof containers, controlled temporary storage; labeling			Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 (B2)
Disposal of expired drugs	1173.26	Proper disposal of expired drugs	Drug products, only available by prescription (e.g. in pharmacies, practices, pharma industry); appropriate containers; controlled temporary storage; labeling	Anesthetics (see 2443.23, 2443.26)		Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 (B3)
Disposal of cytostatics waste	1173.27	Proper disposal of cytostatics waste	Drugs with cytostatic substances, out-of-date cytostatics and material with heavily contaminated cytostatics (application, production, preparation); appropriate containers (compact, liquid-tight); controlled and locked temporary storage; labeling			Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 (B4)

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Disposal & Recycling - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Disposal of infectious waste	1173.28	Proper disposal of infectious waste	Large quantities of waste containing material or any substances which carry the danger of disseminating infectious agents, contaminated waste; UN-tested containers; controlled temporary storage, from central storage locked in a cool area; labeling			Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 ©
Disposal of chemical waste	1173.29	Proper disposal of chemical waste	Chemically contaminated and non-contaminated disposals; labeling		Chemicals regulation	Referring to CUSSTR Commission universitaire pour la santé et la sécurité au travail romande (2005) Waste Disposal [Original in German] pp. 7-8; Verordnung über den Schutz vor gefährlichen Stoffen und Zubereitungen 813.11 (2015/2018) [Original in German]
Disposal of radioactive waste	1173.30	Proper separation, collection and delivery of radioactive waste in line with legal requirements	Waste with artificial radioelements, closed sources and devices with closed sources, waste with natural radioelements, waste with nuclear material, inner packaging: containers like polyethylene bags or boxes, in which radioactive disposals subject to mandatory surrender are stored; packaging: containers, in which inner packing with radioactive waste subject to mandatory surrender are stored; untreated waste: unconditioned disposal as it is delivered to Paul-Scherrer Institut (PSI); labeling		Radiation protection	Referring to CUSSTR (2005) Abfallsorgungp. 8; Radiological Protection Act 814.50 (1991/2017); SR 814.557 Regulation of the treatment of radioactive waste subject to mandatory surrender (2002) [Original in German] p. 8; Verordnung über die Gebühren im Strahlenschutz 814.56 (2017/2018) [Original in German]
Billing for waste disposal & recycling services	1173.40	Accounting and internal or external invoicing of services rendered in the area of waste disposal & recycling services	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Logistics**
Subject-area Disposal & Recycling - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality management of disposal & recycling services	1173.50	Implementation of the quality management strategy in the area of disposal & recycling	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of disposal & recycling services	1173.51	Monitoring the results, structures and processes in the area of disposal & recycling and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to disposal & recycling services	1173.52	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of disposal & recycling				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

<h3>Strategic management services</h3> <p><u>Sustainability</u> Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities</p> <p><u>Quality management</u> Quality mgmt. strategy; Defining standards & guidelines; Process-; Structure/Potential-; Result quality mgmt.</p> <p><u>Risk management</u> Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.</p> <p><u>Corporate identity</u> Corporate identity strategy</p> <p><u>Resources/ Sourcing management</u> Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support</p> <p><u>Asset/Portfolio strategy</u> Business model development-; Financing-; Investment-; Portfolio-; Multi-portfolio mgmt.- & programm mgmt.-; Cooperation-; Research & development strategy</p> <p><u>ICT management</u> ICT mgmt. strategy</p>		
<h3>Management support services</h3> <p><u>Finance & Controlling</u> External accounting/ Financial accounting; Internal accounting/Controlling, Reporting</p> <p><u>Human Resource Management</u> Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development</p> <p><u>Legal counsel & contracts</u> Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities</p> <p><u>Marketing & Communication</u> Marketing & Communication serv.</p> <p><u>Secretarial services</u> Secretarial services; Translations; Reprographics; Travel serv.</p> <p><u>ICT services</u> ICT workplace services Elektronic workplace-; Telephony/(smart) device serv. Medical business process application services (HIS) Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv. Non-medical management & support application services Strat. mgmt. decision support appl. serv.; ERP appl. serv.</p>		Project management
<h3>Non-medical support services</h3> <p><u>Logistics</u></p> <p>Procurement Internal ordering; Operational-; Tactical procurement</p> <p>Storage Inspection of incoming goods; Warehouse mgmt.; Order-picking</p> <p>Transport services & distribution External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt.</p> <p>Disposal & Recycling</p> <p style="text-align: center;">Tactical resource management</p> <p><u>Infrastructure</u></p> <p>Operation & preventative maintenance Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations</p> <p>Space management & provision Space (accommodation) provision & mgmt.; Property administration; Provision of workplaces</p> <p>Supply and disposal of energy & water</p> <p><u>Hygiene, Safety & Security</u></p> <p>Cleaning & Disinfection Routine -; Intermediate -; Basic -; Special cleaning</p> <p>Preparation of medical products Sterilization serv.</p> <p>Ensuring of health & safety Ensuring workplace safety & health protection</p> <p>Security Securing people; Fire -; Object -; Information protection</p> <p><u>Hotel services</u></p> <p>Catering Patient & resident-; Staff-; Guest catering; Vending serv.; External/Event Catering</p> <p>Provision of textiles Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's -; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties</p> <p>Accommodation management & operation of properties Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt.</p> <p>Various hotel services Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks&shops; Childcare; Non-medical patient support; Non-medical library & archives</p>		

Catalogue contents **Non-medical support services - Area Infrastructure - Overview**

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Infrastructure	1000.90	Buildings; technical building installations; non-mobile / medical movables; medical-technical operating equipment	Operation & maintenance; Space management & provision; energy supply & water supply & disposal	Refer to specific sub-services		Referring to Gerber (2016) LemoS 3.0 - performance assignment model for non-medical support services in hospitals adapted to new findings

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Operation & preventative maintenance - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Operation & preventative maintenance	1160	Operation and preventative maintenance of buildings and their technical installations, (non-) medical, mobile tangible assets and outdoor facilities	Maintenance / operational planning; management of operation & preventative maintenance assignments; operation & maintenance of immobile and non-medical movables / medical equipment and outdoor areas; helpdesk / caretaker services; tenant development; invoicing and quality management of maintenance / operational planning services	Financially activatable investments in repair maintenances and modernizations (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 27
Operation & maintenance service performance planning	1160.01	Setting objectives and defining success factors, and making preparations for performing services in the area of operation and maintenance				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of operation & maintenance service assignments	1160.02	Organization and coordination of operation & maintenance assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Operation & maintenance of immovable non-medical property, plant and equipment	1190	Operation and maintenance of immovable non-medical property, plant and equipment	Buildings; building construction; technical building equipment	Refer to specific sub-services		
Operation of buildings	1162	Combination of all technical, manual and administrative measures that lead to the optimal operation of buildings in accordance with standards / service level agreement(s)	Monitoring; measuring / adjusting / regulating / parameterising; refilling consumables; replacing wearing parts; taking readings; tracing faults relating to buildings	Upkeep of movables (see 1430), hanging of paintings (see 1440)		Referring to SNV SN EN 15221-4:2011 (E) p. 27; Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; IFMA Schweiz (2007) Prozess- / Leistungsmodell im Facility Management (ProLeMo) p. 73; [Original in German] SN EN 13306:2010 (D) p. 6 [Original in German]

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Operation & preventative maintenance - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Preventative structure maintenance	1163	A combination of all technical, manual and administrative measures throughout the lifecycle of the building, which serves to maintain or restore it to working condition so that it can perform the required function	Inspections; Maintenance/Service; financially not activatable repair maintenances / repair work to the building structure	Financially activatable repair maintenances, modernizations, renovation (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 27; Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; SN EN 13306:2010 (D) p. 5 [Original in German]
Technical building equipment operation	1164	Combination of all technical, manual and administrative measures that lead to the optimal operation of the technical building equipment in accordance with standards / service level agreement(s).	Provision; operation (monitoring, measuring / adjusting / regulating / parameterising, refilling consumables, replacing wearing parts, taking readings, tracking malfunctions); approval; utilisation (sale / disposal) of, and consulting on, technical building equipment (e.g.Clean-rooms, systems for helpdesk, waste water, water, gas, heating, air-conditioning, heavy current, communications, information technology, conveying systems like elevators, escalator, lifting platforms; user-specific systems like kitchen, building automation, automated doors, flue gas flaps, gas purge flaps)	Improvements to supply infrastructure before main meter and internal distribution		Referring to SNV SN EN 15221-4:2011 (E) p. 28; Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; IFMA Schweiz (2007) Prozess- / Leistungsmodell im Facility Management (ProLeMo) p. 73 [Original in German]; SN EN 13306:2010 (D) p. 6 [Original in German]
Technical building equipment preventative maintenance	1165	Combination of all technical, manual and administrative measures during the lifecycle of the technical building equipment, which serves to maintain or restore working condition so that it can fulfil the required function	Inspection; maintenance / service; financially non-activatable maintenance / repair of technical building equipment	Financially activatable repair maintenances (exchange of defective components), modernizations and renovations (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 28; Hubbuch (2016); Normierung und Begriffe im Facility Management P. 111 [Original in German]; SN EN 13306:2010 (D) P. 5 [Original in German]
Operation & maintenance of immovable medical property, plant and equipment	1191	Operation and maintenance of immovable medical property, plant and equipment	Medical-technical non-mobile operating equipment			

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Operation & preventative maintenance - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Operation of medical-technical non-mobile operating equipment	1191.10	Combination of all technical, artisanal and administrative measures that lead to optimal operation of the medical-technical equipment in accordance with the standards / service level agreement(s)	Provision; operation (monitoring, measuring / setting / regulation / parameterisation, refilling consumables, replacing wearing parts, taking readings, tracing faults); acceptance; utilisation (sale / disposal) of, and consulting on medical-technical operating equipment, e.g. medical or laboratory systems			Referring to Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; IFMA Schweiz (2007) Prozess- / Leistungsmodell im Facility Management (ProLeMo) p. 73 [Original in German]; SN EN 13306:2010 (D) p. 6 [Original in German]
Maintenance of medical-technical non-mobile operating equipment	1191.11	Combination of all technical, artisanal and administrative measures during the lifecycle of the medical-technical operating equipment, which serves to maintain or restore it to working conditional so that it can fulfil the required function	Inspection; maintenance / service; financially non-activatable repairs/ repairs of medical-technical operating equipment, e.g. medical or laboratory equipment			Referring to Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; SN EN 13306:2010 (D) p. 5 [Original in German]
Operation & maintenance of medical movables	1192	Operation and maintenance of medical movables	All medical-technical devices according to Medical devices ordinance such as ECG, respirators, MRI, patient beds	Refer to specific sub-services	Noise protection; radiation protection; safety of medical electrical equipment;	Referring to BAG (n.d.) Wegleitungen für Röntgenanlagen und radioaktive Stoffe [Original in German]; DIN EN 60601-1 [Original in German]; DIN EN 62353 [Original in German]; Noise Abatement Ordinance 814.41 (1986/2018); Medical Devices Ordinance 812.213 (2001/2017); Radiological Protection Act 814.50. (1991/2017); Radiological Protection Ordinance 814.501 (2017/2018); Verordnung des EDI über den Strahlenschutz bei medizinischen Röntgensystemen 814.542.1 (2017/2018) [Original in German]

Catalogue contents **Non-medical support services - Area Infrastructure**

Subject-area Operation & preventative maintenance - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Operation of medical movables	1192.10	Combination of all technical, manual and administrative measures that lead to optimal operation of the medical movables in accordance with standards / service level agreement(s)	Provision; operation (monitoring, measuring / setting / regulation / parameterisation, refilling consumables, replacing wearing parts, taking readings, tracing faults); acceptance; recycling (sale / disposal) of, and consulting on movables and equipment used in the medical area			Referring to Hubbuch (2016) Normierung und Begriffe im Facility Management, p. 111 [Original in German]; IFMA Schweiz (2007) Prozess- / Leistungsmodell im Facility Management (ProLeMo) p. 73 [Original in German]; SN EN 13306:2010 (D) p. 6 [Original in German]; SR 812.213 Medical Devices Ordinance (2001/2017)
Preventative maintenance of medical movables	1990.10	Combination of all technical, artisanal and administrative measures during the lifecycle of the medical movables, which serves to maintain or restore their functional condition so that they can fulfill the required purpose	Inspection, maintenance; financially not activatable repair maintenances on all medical-technical devices according to the Ordinance on Medical Devices			Referring to Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; SN EN 13306:2010 (D) p. 5 [Original in German]; SR 812.213 Ordinance on Medicinal Products (2010) [Original in German]
Maintenance of non-medical medical movables	1193	Combination of all technical, artisanal and administrative measures during the lifecycle of non-medical mobile property, plant and equipment, serving to maintain or restore it to working condition so that it can fulfill the required function	Furniture; interior greening; works of art; signage; room decorations	Refer to specific sub-services	Noise protection	Referring to Noise Abatement Ordinance 814.41 (1986/2018)
Maintenance of furniture	1430	Combination of all technical, artisanal and administrative measures throughout the lifecycle of the furniture, which serves to maintain or restoring it to a functional state so that it can fulfill the required purpose	Provision for relocation management; maintenance and care of non-medical mobile assets used for non-medical purposes; non-medical operation equipment and devices	Operation and preventative maintenance of technical building equipment (see 1164, 1165), safety installations (see 2120), ICT (see 2300), vehicle fleet management (see 2441)		Referring to SNV SN EN 15221-4:2011 (E) p. 34; SN EN 13306:2010 (D) p. 5 [Original in German]
Maintenance of plants & flowers	1431	Combination of all technical, artisanal and administrative measures during the lifecycle of the interior justification, which serves to maintain or restore it to a functional state so that it can fulfill the required purpose	Care of houseplants and flower arrangements; replacement of old plants and flower arrangements	Plants in outdoor areas (see 1210)		Referring to SN EN 15221-4:2011 (E) p. 33; SN EN 13306:2010 (D) p. 5 [Original in German]

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Operation & preventative maintenance - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Maintenance of works of art	1440	A combination of all technical, artisanal and administrative measures throughout the lifecycle of the works of art, which serves to maintain or restore them to their functional condition so that they can fulfil the required purpose	Care of paintings, sculptures, etc.	General interior decoration and decoration compositions (see 1449.20), procurement (see 2550)		Referring to SN EN 15221-4:2011 (D) p. 33; SN EN 13306:2010 (D) p. 5 [Original in German]
Maintenance of signage	1449.10	Combination of all technical, artisanal and administrative measures during the lifecycle of the signage, which serves to maintain or restore it to its functional state so that it can fulfil the required purpose	All labeling and signage for special orientation; care of signage material and updating of guidelines			Referring to SN EN 13306:2010 (D) p. 5 [Original in German]
Maintenance of decoration	1449.20	Combination of all technical, artisanal and administrative measures throughout the lifecycle of the interior decoration, which serves to maintain or restore its functional state so that it can fulfil the required purpose	Care of room decorations	Indoor plants and floral arrangements (see 1431)		Referring to SN EN 13306:2010 (D) p. 5 [Original in German]
Operation & maintenance outdoors	1200	Operation and maintenance of land, sites, lots, additional areas and parking spaces	Land; sites; lots, additional areas at the location; parking	Refer to specific sub-services	For definitions of external surfaces, see GEFMA 812, SIAd0165, SIA416	Referring to SN EN 15221- 4:2011 (E) p. 29-30; GEFMA (2011-03) Guideline GEFMA 812 Structure for FM costs in health care; SIA D 0165:2000 Key figures in real estate management; SIA 416:2003 Areas and volumes of buildings

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Operation & preventative maintenance - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Operating & preventative maintenance of land, site and lot	1210	Management, configuration and preventative maintenance of one or several lots of land on which one or several buildings can be located, as well as adjacent buildings and storage facilities, roads, green areas and underground infrastructure	Management, configuration and preventative maintenance (servicing, inspection) / financially not activatable repair maintenances of the outdoor facility and the outdoor premises, which mainly includes exterior works, landscaping and gardening services, planning, planting and care of trees, flowers, grasses, as well as preventative maintenance of outside areas, fountains, curbs, pathways and pavements, drainage devices and fencing; autumn service and winter road clearance; (therapy) animal enclosure	Property administration (see 1140), waste disposal (see 1173), financially activatable repair maintenances, renovations, modernizations, safety/security (see 2100)	Animal welfare	Referring to SNV SN EN 15221-4:2011 (E) p. 30; Animal Welfare Ordinance 455.1 (2008/2018).
Operating and preventative maintenance of additional space on site	1220	Operation and preventative maintenance of secondary space and storage facilities next to nominated buildings on one of the land plots, incl. partially roofed (built over) constructions	Operation and preventative maintenance of constructions and servicing which supports the secondary construction, adjacent buildings like transformer stations, pump houses, covered smoker areas, loading ramp, etc.	Property administration (see 1140), financially activatable repair maintenances, renovations, modernizations, supply and disposal of water and electricity (see 1171), safety/security (see 2100)		Referring to SNV SN EN 15221-4:2011 (E) p. 30
Operating and preventative maintenance of parking facilities	1230	Operation and preventative maintenance of (parts of) buildings, roofed or partially roofed constructions and areas provided for the parking of vehicles, including parking lots for bicycles, mopeds, cars, boats, etc.	Servicing, inspection and financially not activatable repair maintenances of constructions and access, security and protective equipment, parking cashier management and parking control, big ground level and/or double-decker parking lots	Property administration (see 1140), financially activatable repair maintenances, renovations, modernizations, supply and disposal of water and electricity (see 1171), safety/security (see 2100).	EN 15221-4 differentiates large ground level and/or double-decker parking lots: in order to enable benchmarking, it is recommended that they are treated as independent objects and not as a part of the outdoor facilities	Referring to SNV SN EN 15221-4:2011 (E) p. 30

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Operation & preventative maintenance - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Helpdesk & Janitor services	1161	Operation of a helpdesk (electronic, physical) for communication between users and the organization with respect to assignments, errors, complaints, feedback, documentation and reporting	Breakdown management, condition monitoring, complying with the site rules, keeping evacuation routes clear, supervision of service personnel e.g. chimney sweeps and authorities	ICT helpdesk (see 2360 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 27
Occupier fit out & adaptations	1410	Financially not activatable modifications of a site (property or buildings) in order to fulfill business needs		Initial development activities in order to adapt the area to the requirements of the users (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 33
Accounting for operation & maintenance services	1160.10	Accounting and internal or external billing of services rendered in the area of operation & maintenance	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of operation & maintenance services	1160.20	Implementation of the quality management strategy in the area of operation & maintenance	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of operation & maintenance services	1160.21	Monitoring the results, structures and processes in the area of operation & maintenance and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to operation & maintenance services	1160.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of operation & maintenance				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Infrastructure**

Subject-area Space management & provision - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Space management & provision	1420	Optimization and planning of area within the site according to asset and portfolio strategy and performance measurement as a basis for improvements	Space management & provision planning; management of space management & provision assignments; premises provision & administration; property management; Internal rental management; property accounting & provision of workplaces; billing and quality management of space management & provision services	Internal rental management (see 1140.30), relocations (see 2430), asset and portfolio strategy (see 9600 et seq.); Refer also to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 33
Space management & provision service planning	1420.01	Setting objectives and defining success factors, and making preparations for the performing of services in the area of land management & provision				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of space management & provision service assignments	1420.02	Organization and coordination of space management & provision assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Space (accommodation) provision & management	1100	Provision and management of services in connection with existing space	Property Administration; Provision of workplaces	Services of the phases before and after the operational phase (e.g. planning, construction, dismantling)		Referring to SNV SN EN 15221-4:2011 (E) p. 24
Property administration	1140	Administrative activities associated with property and real estate	Real estate leasing to third parties; real estate leasing from third parties; internal rental management; property accounting; handling of fees, taxes, securing insurance, rental management etc. in connection with the property	Occupier fit-out, internal relocations (see 2430), portfolio optimization (see 9600); Refer also to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 26

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Space management & provision - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Property letting to third parties	1140.10	Letting of properties to third parties	Advertising of rental area, conducting rent negotiations for letting, creation of rent contracts and appendices, accepting and handing over of rental areas, coordinating and handing of tenant fit-outs, contractual adjustments of renting, terminations of rent contracts, rent collection, administration of heating and additional expenses, tenant supervision			Referring to IFMA Switzerland (2007) Process / Performance model in facility management ProLeMo [Original in German] p. 13
Property renting from third parties	1140.20	Renting of properties from third parties	Find renting areas, conducting rent negotiations for hiring, investigation of rent contract drafts, coordination of tenant fit-outs for renting, accepting and taking over rent areas, adjustments to rental contracts, termination of rental arrangements, rent payments			Referring to IFMA Switzerland (2007) Process / Performance model in facility management ProLeMo [Original in German] p. 14
Internal leasing management	1140.30	Managing of internal areas	Management of floor space, allocation of internal tenants, development of service level agreements	Optimization and planning of area (see 1420), asset and portfolio strategy (see 9600 et seq.)		
Property bookkeeping	1140.40	Provision and keeping of property accounts	Registration and upkeep of all inventory and contract data, management of property accounts, preparation of financial statements (rent, additional expenses, other costs), arrangement and monitoring of payment procedures/dunning processes			Referring to DIN 32736 (2000) Building Management - Definitions and scope of services [Original in German] p. 7

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Space management & provision - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Provision of work-places	1400	Ensure usable workplace and space for any place where work is, or is to be, performed by a worker, or a person conducting a business or undertaking	Implementation of workplace management measures	ICT workplace provision (see 2360 et seq.); relocation management (see 2430)		Referring to SNV SN EN 15221-4:2011 (E) p. 33; Chand (n.d.) Workplace Re-Engineering in Hospital; Reijula & Ruohomäki (2018) Perception of hospital environment before and after relocation
Billing for space management & provision services	1420.10	Billing and internal or external invoicing of services rendered in the area of space management & provision	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of space management & provision services	1420.20	Implementation of the quality management strategy in the area of space management & provision	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of space management & provision services	1420.21	Monitoring the results, structures and processes in the area of space management & provision and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to space management & provision services	1420.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of space management & provision				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Supply and disposal of energy and water - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Supply and disposal of energy and water	1170	Supply of media / energy (carriers) and water supply and disposal	Energy supply & water supply / disposal planning; management of energy supply & water supply / disposal assignments; fluid supply; water supply and disposal; billing and quality management of energy supply & water supply / disposal services	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 29
Energy supply & water supply / disposal service planning	1170.01	Setting objectives and defining success factors, and preparing for the realisation of services in the area of energy supply & water supply / disposal				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of assignments for energy supply & water supply / disposal services	1170.02	Organization and coordination of energy supply & water supply / wastewater disposal assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Energy sources	1171	Provision of energy sources (electricity, petroleum products, natural gas, coal, district-heating, wood energy, other renewable energies)	All energy sources for heat, cooling and power generation incl. energy storage and own photovoltaic system, CO2 for kitchens, gas provision, compressed air	Preventative maintenance and operation of associated infrastructure (see 1160), disposal of recyclable material (see 1173), procurement (see 2550 et seq.); medical gases (see 2551.11)		Referring to SNV SN EN 15221-4:2011 (E) p. 29
Provision of heating	1171.10	Provision of space heating (for static heating and ventilation), hot water, process heat (for industrial working processes, kitchen and sterilization), steam (for sterilization, kitchen, humidification), heat recovery (incl. heat generation and distribution, and if necessary, heat storage, circulation, hygiene measures, controlling)	Energy for the provision of space heating, hot water, process heat like fuels, district heating, waste heat, environmental heat, electrical energy	Preventative maintenance and financially not activatable improvements of associated infrastructure (see 1160 et seq.), auxiliary energy (electricity) for recirculation, controlling, also heating pads, warming blankets, heating chambers (see 1171.30), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)		

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Supply and disposal of energy and water - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Provision of cooling	1171.20	Provision of cooling (for indoor climate control and cooling of special rooms, server rooms) and industrial cooling (for kitchen, restaurant and keeping of drugs) (incl. cold generation and distribution, and if necessary, cooling storage incl. recooling, controlling)	Energy for the provision of cooling and industrial cooling like electrical energy, district heating, environment warmth/free-cooling	Preventative maintenance and financially not activatable improvements of associated infrastructure (see 1160 et seq.), electricity for refrigerators (see 1171.30), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)		
Provision of electricity	1171.30	Provision of electrical energy for lighting (internal and external lighting), auxiliary energy heating, ventilation, ICT (for entertainment devices, information and communication devices, servers etc.), permanently installed devices, pluggable devices, as well as other energy consumers (elevators, electrical drives, processes etc.)	Interior and exterior lighting, emergency electricity provision, entertainment electronics, clean room air processing	Preventative maintenance and financially not activatable improvements of associated infrastructure (see 1160 et seq.), electricity for heat and cold generation (see 1171.10, 1171.20), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)		
Supply and disposal of water	1172	Water provision; wastewater treatment and disposal	Cold water; drinking water; possibly rainwater or grey water; water treatment / osmosis for laboratory, cleaning etc.	Energy for the provision of hot water (see 1171.10)		Referring to SNV SN EN 15221-4:2011 (E) p. 29
Waste water treatment & disposal	1172.10	Treatment and disposal of wastewater	Dirty water, rain water, wastewater treatment, e.g. grease separator, coalescence separators, decay plant	Preventative maintenance, operation and financially not activatable improvements of the associated infrastructure (see 1160 et seq.), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)	Water Conservation	Referring to SNV Referring to SNV SN EN 15221-1:2011 (D) p. 28
Billing for energy supply & water supply / disposal services	1170.10	Billing and internal or external invoicing of services rendered in the area of energy supply & water supply / wastewater disposal	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Infrastructure**
Subject-area Supply and disposal of energy and water - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality management energy & water supply / disposal services	1170.20	Implementation of the quality management strategy in the area of energy & water supply / disposal	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of energy & water supply / disposal services	1170.21	Monitoring the results, structures and processes in the area of operation & maintenance and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to energy & water supply / disposal services	1170.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of energy & water supply / disposal				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

<h3>Strategic management services</h3> <p>Sustainability Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities</p> <p>Quality management Quality mgmt. strategy; Defining standards & guidelines; Process-; Structure/Potential-; Result quality mgmt.</p> <p>Risk management Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.</p> <p>Corporate identity Corporate identity strategy</p> <p>Resources/ Sourcing management Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support</p> <p>Asset/Portfolio strategy Business model development-; Financing-; Investment-; Portfolio-; Multi-portfolio mgmt. - & programm mgmt. -; Cooperation-; Research & development strategy</p> <p>ICT management ICT mgmt. strategy</p>		
<h3>Management support services</h3> <p>Finance & Controlling External accounting/ Financial accounting; Internal accounting/Controlling, Reporting</p> <p>Human Resource Management Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development</p> <p>Legal counsel & contracts Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities</p> <p>Marketing & Communication Marketing & Communication serv.</p> <p>Secretarial services Secretarial services; Translations; Reprographics; Travel serv.</p> <p>ICT services</p> <p>ICT workplace services Elektronic workplace-; Telephony/(smart)device serv.</p> <p>Medical business process application services (HIS) Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv.</p> <p>Non-medical management & support application services Strat. mgmt. decision support appl. serv.; ERP appl. serv.</p>		Project management
<h3>Non-medical support services</h3> <p>Logistics</p> <p>Procurement Internal ordering; Operational-; Tactical procurement</p> <p>Storage Inspection of incoming goods; Warehouse mgmt.; Order-picking</p> <p>Transport services & distribution External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt.</p> <p>Disposal & Recycling</p> <p>Tactical resource management</p> <p>Infrastructure</p> <p>Operation & preventative maintenance Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations</p> <p>Space management & provision Space (accommodation) provision & mgmt.; Property administration; Provision of workplaces</p> <p>Supply and disposal of energy & water</p> <p>Hygiene, Safety & Security</p> <p>Cleaning & Disinfection Routine -; Intermediate -; Basic -; Special cleaning</p> <p>Preparation of medical products Sterilization serv.</p> <p>Ensuring of health & safety protection Ensuring workplace safety & health protection</p> <p>Security Securing people; Fire -; Object -; Information protection</p> <p>Hotel services</p> <p>Catering Patient & resident -; Staff-; Guest catering; Vending serv.; External&Event Catering</p> <p>Provision of textiles Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's-; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties</p> <p>Accommodation management & operation of properties Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt.</p> <p>Various hotel services Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks&shops; Childcare; Non-medical patient support; Non-medical library & archives</p>		

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security - Overview**

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Hygiene, Safety & Security	1300.90	Hygiene, Safety and Security	Cleaning & disinfection, preparation of medical products; safety; security	Refer to specific sub-services		Referring to SN EN 15221-4:2011 (D) S. 35; Gerber (2016) LemoS 3.0 – Leistungszuordnungsmodell für nicht-medizinische Supportleistungen in Spitälern angepasst an neue Erkenntnisse [Originals in German]

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Cleaning & Disinfection - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Cleaning & Disinfection	1300	Cleaning and disinfection of surfaces	Routine cleaning; intermediate cleaning; basic cleaning; special cleaning		In kitchens, additional regulations concerning food hygiene have to be considered	Referring to SN EN 15221-1:2011 (E) p. 32
Cleaning & Disinfection services planning	1300.01	Setting objectives and defining success factors and making preparations for performing services in the area of cleaning & disinfection				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of Cleaning & Disinfection service assignments	1300.02	Organization and coordination of Cleaning & Disinfection assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Routine cleaning	1310	Removal at regular intervals of continuously occurring dirt and waste as well as ongoing maintenance of floor coverings and other surfaces	Controlling / visual cleaning; routine cleaning of surfaces both close to and distant from patients			Referring to SN EN 15221-1:2011 (E) p. 31; fmpro et al. (n.d.) Terminologie der Reinigung p. 3 [Original in German]
Routine cleaning of surfaces close to patients	1310.10	Extensive or punctual routine cleaning of surfaces close to patients, with or without intended killing / inactivating of microorganisms (disinfection)	Cleaning of isolation rooms on wards			Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Cleaning & Disinfection - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Routine cleaning of surfaces distant from patients	1310.20	Extensive or punctual routine cleaning surfaces distant from patients, with or without intended killing / inactivating microorganisms (disinfection)				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]
Intermediate cleaning (periodic value maintaining cleaning)	1330	More intensive, exceeding the cleaning, often irregularly executed cleaning and maintenance work	Intermediate cleaning of surfaces both close to and distant from patient und patients			Referring to fmpro et al. Terminologie der Reinigung (n.d.) S. 2 - 3 [Original in German]
Intermediate cleaning of surfaces close to patients	1330.10	Extensive or punctual intermediate cleaning of surfaces close to patients, with or without intended killing / inactivating of microorganisms (disinfection)				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]
Intermediate cleaning of surfaces distant from patients	1330.20	Extensive or punctual intermediate cleaning of surfaces distant from patients, with or without intended killing / inactivating of microorganisms (disinfection)				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]
Basic cleaning	1340	Intensive cleaning with the aim of thoroughly removing worn protective coatings and all dirt residues as required, and applying new protective treatments.	Basic cleaning of surfaces, both close to and distant from patients			Referring to fmpro et al. (n.d.) Terminologie der Reinigung S. 3 [Original in German]

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Cleaning & Disinfection - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Basic cleaning of surfaces close to patients	1340.10	Extensive or punctual basic cleaning of surfaces close to patients, with or without intended killing / inactivating of microorganisms (disinfection)				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von surfaces; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung
Basic cleaning of surfaces distant from patients	1340.20	Extensive or punctual basic cleaning of surfaces distant from patients, with or without intended killing / inactivating of microorganisms (disinfection)				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]
Special cleaning	1320	Object specific issued (special) cleaning orders based on special incidents or on demand or upon request of special skills	Special non-disinfectant cleaning; special disinfection measures; bed cleaning, windows & facade cleaning; cleaning & disinfection of high risk areas		Refer to SN EN: hospital specific „General description“, Service and hospital specific definition of „Included“ and „Not included“	Referring to SN EN 15221-1:2011 (E) p. 31; fmpo (n.d.) Terminologie der Reinigung S. 3 [Original in German]
Special non-disinfectant cleaning	1320.10	Object specific (special) non-disinfectant cleaning orders				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Cleaning & Disinfection - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Special disinfection measures	1320.20	Disinfection due to special incidents	Extensive or punctual disinfection or disinfecting cleaning of surfaces as well as surfaces with hand contact (switches, door and cabinet handles, handrails) upon outbreaks or other special incidents / decontamination			Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]
Bed cleaning	1320.30	Decentral cleaning and disinfection of beds		Central treatment / sterilisation of beds as a medical product (see 1390.91)		
Cleaning of windows & facades	1320.40	Cleaning of windows and facades				
Cleaning & disinfection of high risk areas	1320.50	Cleaning and disinfection of surfaces and equipment in procedure room and intensive care unit	Intermediate and end cleaning of surgery room	Cleaning of isolation rooms on wards		Referring to fmpro et al. Terminologie der Reinigung S. 4 [Original in German]
Accounting of cleaning & disinfection services	1300.10	Accounting and internal or external billing of services rendered in the area of cleaning & disinfection	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of cleaning & disinfection services	1300.20	Implementation of the quality management strategy in the area of cleaning & disinfection	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of cleaning & disinfection services	1300.21	Monitoring the results, structures and processes in the area of cleaning & disinfection and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Cleaning & Disinfection - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality assurance / need for adjustments to cleaning & disinfection services	1300.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of cleaning & disinfection				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Preparation of medical products - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Preparation of medical products	1390.90	Preparations (e.g. pretreatment, collecting, precleaning, disassembling, examination for cleanliness and intactness, upkeep and repair maintenance, functional testing (and where necessary marking, packaging and sterilization) and release of medical products	Hazardous waste; pre-cleaning; cleaning / disinfection; checking of cleanliness and functional test; packaging; sterilisation of medical products; planning and management of preparation of medical products assignments; sterilisation services; billing and quality management of the preparation of medical products	See subordinated services	Federal law on medicaments and medicinal products, Ordinance on Medicinal Products	Referring to Bundesgesetz über Arzneimittel und Medizinprodukte 812.21 (2000/2018); Cavin et al. (2016) Gute Praxis zur Aufbereitung von Medizinprodukten – Für Gesundheitseinrichtungen, die Medizinprodukte aufbereiten; Medizinprodukteverordnung 812.213 (2001/2017); Mittel- und Gegenständeliste 832.112.31 (2018); Robert Koch-Institute (2012) Hygiene requirements for the preparation of medical products and SR 832.112.31 Itemized list of all things covered by the social health insurances (MiGel) (2013) [Originals in German]
Preparation of medical products service planning	1390.93	Setting objectives and defining success factors and making preparations for performing services in the area of preparation of medical products				Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle
Management of preparation of medical products service assignments	1390.94	Organization and coordination of preparation of medical products	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle
Sterilization services	1390.91	Preparation of sterile medical products	Validation of sterilisation process; routine checks of sterilisation processes; approval of sterilisation batch; sterilisation file; central bed cleaning	Decentral cleaning of beds (s. 1320.30)	Federal law on medicaments and medicinal products, Ordinance on Medicinal Products	Referring to Cavin et al. (2016) Gute Praxis zur Aufbereitung von Medizinprodukten – Für Gesundheitseinrichtungen, die Medizinprodukte aufbereiten S. 44 ff. [Original in German]
Accounting of preparation of medical products services	1390.95	Accounting and internal or external billing of services rendered in the area of preparation of medical products	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Preparation of medical products - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality management of preparation of medical products services	1390.96	Implementation of the quality management strategy in the area of preparation of medical products	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle
Quality inspection of preparation of medical products services	1390.97	Monitoring the results, structures and processes in the area of preparation of medical products and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle
Quality assurance / need for adjustments to preparation of medical products services	1390.98	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of preparation of medical products				Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Ensuring of health & safety - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Ensuring of health & safety	2110	Ensuring health and safety of people at work	Safety planning; management of safety assignments; occupational safety; occupational medical services; billing and quality management of safety services	Security / Security services (see 2120)		Referring to SNV SN EN 15221-4:2011 (E) p. 36
Safety performance planning	2110.01	Setting objectives and defining success factors, and making preparations for the performance of services in the area of safety				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of safety assignments	2110.02	Organization and coordination of safety assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Ensuring workplace safety	2111	Ensuring safety in the workplace				
Ensuring workplace safety & health protection at/in/around the building	2111.10	Ensuring workplace safety and health protection at/in/around the building	Prevention of trip and slip hazards, securing of glass doors, ensuring escape route and emergency exits. Securing cleaning staff and technical service during dangerous work assignments. Provision of reasonable personal protection equipment			Referring to Swiss Federal Coordination Commission for Health and Safety EKAS (2012) EKAS Guidelines to safety at work [Original in German] pp. 7-8

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Ensuring of health & safety - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Ensuring workplace safety and health protection with respect to work places & installations	2111.20	Ensuring workplace safety and health protection with respect to the work place and installations	Prevention of blinding/reflection in working places with screens, reduction of eye strains connected to use of photocopiers/laser printers, consideration of ergonomic aspects, securing of furniture and electrical items with voltage, optimization of indoor climate (ventilation, air conditioning, heating, humidity, draught)		Instruction of Regulation 3 and 4 to the Labour Law, SECO	Referring to Swiss Federal Coordination Commission for Health and Safety EKAS (2012) EKAS Guidelines to safety at work [Original in German] pp. 9-10; SECO (2018) Guidance on ordinances 3 and 4 of the Labour Code
Ensuring workplace safety & health protection through people, behaviour & workload	2111.30	Ensuring workplace safety and health protection through people, behaviour and workload	Minimization of constant sitting activities, disruptive factors, noise, odours and smoke, aggressivity with customers/patients contacts, isolation of all working people; ensuring safety of climbing aids, correct conduct when lifting and carrying loads		Regulation about Accident Prevention 832.30 3. Section: Labour Organization	Referring to Swiss Federal Coordination Commission for Health and Safety EKAS (2012) EKAS Guidelines to safety at work [Original in German] pp. 11; Regulation on the prevention of accidents and occupational diseases 832.30 (1983/2018) [Original in German]
Ensuring workplace safety and health protection through work organization and special protection	2111.40	Ensuring workplace safety and health protection through work organization and special protection	Ensuring observance of working times, breaks, resting time by means of appropriate shift systems, special maternity protection regulations and for adolescents or apprentices; reduction of stress and optimization of the work organization, protection against mobbing and sexual harassment; correct dealings with employee supervision		Labour law, work and rest periods; regulations regarding job-specific protection measures; accident prevention section labour organization	Referring to Ordinance on the Prevention of Accidents and Occupational Diseases 832.30 (1983/2018) Swiss Federal Coordination Commission for Health and Safety; EKAS (2012) EKAS Guidelines to safety at work [Original in German] pp. 12-13; Regulation on the prevention of accidents and occupational diseases 832.30 (1983/2018) [Original in German]
Occupational health	2112	Ensuring health and well-being of staff	Provision of health (company physician, physio or manual therapists), secure working practices, company guidelines with respect to health and wellness equipment and special food and drinks			Referring to SNV SN EN 15221-4:2011 (E) p. 37

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Ensuring of health & safety - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Allocation of safety benefits	2110.10	Billing and internal or external invoicing of services rendered in the area of safety	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of safety services	2110.20	Implementation of the quality management strategy in the area of safety	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of safety services	2110.21	Monitoring the results, structures and processes in the area of safety and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to safety services	2110.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of safety				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Security - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Security	2120	Security services; protection of people and assets, setting up and maintaining security	Security planning; management of security assignments; personal protection; fire protection; Information protection; accounting and quality management of security services	Safety / health protection and workplace safety (see 2110 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 37
Security service planning	2120.01	Setting objectives and defining success factors, and making preparations for performing services in the area of security				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of security service assignments	2120.02	Organization and coordination of security assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Securing people	2121	Preventative, operational and interventive measures for the protection of people	Personal services like guarding, and implementing emergency plan			Referring to SNV SN EN 15221-4:2011 (E) p. 37
Securing property (physical and intellectual)	2122	Preventative, operational and interventive measures for the protection of (physical and intellectual) assets and valuables	Safety-related technical equipment of buildings, e.g. locks and keys, card readers, turnstiles and cameras.			Referring to SNV SN EN 15221-4:2011 (E) p. 37
Fire protection	2122.10	Refer to specific sub-services	Structural, technical, general, defensive and operational fire protection and object protection		Fire protection regulations; cantonal laws and guidelines	Referring to VKF (2015) Fire protection regulations 2015
Constructional & technical fire protection	2122.11	Precautionary measures for the protection of people, animals and objects from the dangers and effects of fires and explosions	Operation of technical fire protection: fire extinguishers, fire alarm and gas detectors, sprinkler systems, smoke extraction and heat extraction systems, lightning protection system, safety lighting and emergency electricity provision, fire service elevators, explosion protection provision, integral tests	Preventative maintenance (see 1165)		

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Security - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
General, preventative & operational fire protection	2122.12	Organizational and human measures for securing of fire safety	General fire protection: due diligence obligations, maintenance obligation, obligatory supervision and reporting duty; Preventative fire protection: unhampered access for the fire brigade, alerting and deployment concept, Organization of in-house fire services, intervention group (substitute internal company fire service), operational fire protection: safety officer, fire protection and fire brigade shift plans, safety/security on construction sites, monitoring of decorations, instructions (fire fighting courses)			
Object protection	2122.20	Preventative, operational and interventive measures for the protection of deliberate acts of malicious people against objects, equipment, material and goods («active dangers») as well as natural phenomena, technical failures or unintentional actions («passive dangers»)			Cantonal laws and guidelines	Referring to Swiss Federal Department of Defense, Civil Protection and Sports (2014) Object Safety [Original in German]
Information protection	2122.30	Refer to specific sub-services	Contractual obligations and organizational measures in information protection; technical information protection		Cantonal laws and guidelines	
Contractual obligations & organizational measures for information protection	2122.31	Measures for protection of error and negligence of own employees and external, unauthorized information, theft of information, manipulation for the purpose of personal enrichment	Employment contracts, secrecy agreements, policies, trainings, Development of data sheets			Referring to Hartmann, M. and Bitz, G. (2008) Enterprise Security – Information protection in companies [Original in German] pp. 125-126

Catalogue contents **Non-medical support services - Area Hygiene, Safety & Security**
Subject-area Security - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Technical information protection measures	2122.32	Measures for protection of malware (viruses, worms, trojans etc.) and hacking (vandalism, probing, misuse etc.)	Network access control, antivirus software, firewalls, intrusion detection systems, intrusion prevention systems, identity and access management systems, etc.			Referring to Hartmann, M. and Bitz, G. (2008) Enterprise Security – Information protection in companies [Original in German] pp.125-126
Settlement of security services	2120.10	Accounting and internal or external invoicing of services rendered in the area of security	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of security services	2120.20	Implementation of the quality management strategy in the area of security	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of security services	2120.21	Monitoring the results, structures and processes in the area of security and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to security services	2120.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of security				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

<h3>Strategic management services</h3> <p><u>Sustainability</u> Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities</p> <p><u>Quality management</u> Quality mgmt. strategy; Defining standards & guidelines; Process-; Structure/Potential-; Result quality mgmt.</p> <p><u>Risk management</u> Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.</p> <p><u>Corporate identity</u> Corporate identity strategy</p> <p><u>Resources/ Sourcing management</u> Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support</p> <p><u>Asset/Portfolio strategy</u> Business model development-; Financing-; Investment-; Portfolio-; Multi-portfolio mgmt.- & programm mgmt.-; Cooperation-; Research & development strategy</p> <p><u>ICT management</u> ICT mgmt. strategy</p>		
<h3>Management support services</h3> <p><u>Finance & Controlling</u> External accounting/ Financial accounting; Internal accounting/Controlling, Reporting</p> <p><u>Human Resource Management</u> Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development</p> <p><u>Legal counsel & contracts</u> Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities</p> <p><u>Marketing & Communication</u> Marketing & Communication serv.</p> <p><u>Secretarial services</u> Secretarial services; Translations; Reprographics; Travel serv.</p> <p><u>ICT services</u> ICT workplace services Elektronic workplace-; Telephony/(smart) device serv. Medical business process application services (HIS) Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv. Non-medical management & support application services Strat. mgmt. decision support appl. serv.; ERP appl. serv.</p>		
<h3>Non-medical support services</h3> <p><u>Logistics</u> Procurement Internal ordering; Operational-; Tactical procurement Storage Inspection of incoming goods; Warehouse mgmt.; Order-picking Transport services & distribution External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt. Disposal & Recycling</p> <p>Tactical resource management</p> <p><u>Infrastructure</u> Operation & preventative maintenance Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations Space management & provision Space (accomodation) provision & mgmt.; Property administration; Provision of workplaces Supply and disposal of energy & water</p> <p><u>Hygiene, Safety & Security</u> Cleaning & Disinfection Routine -; Intermediate -; Basic -; Special cleaning Preparation of medical products Sterilization serv. Ensuring of health & safety Ensuring workplace safety & health protection Security Securing people; Fire -; Object -; Information protection</p>		
	<h3>Hotel services</h3> <p>Catering Patient & resident-; Staff-; Guest catering; Vending serv.; External&Event Catering</p> <p>Provision of textiles Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's -; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties</p> <p>Accommodation management & operation of properties Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt.</p> <p>Various hotel services Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks&shops; Childcare; Non-medical patient support; Non-medical library & archives</p>	Project management

Catalogue contents **Non-medical support services - Area Hotel services - Overview**

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Hotel services	2200.01	Catering, accommodation and hospitality services	Catering; textile supply; accommodation management & operation of properties; various hotel services			Referring to Gerber (2016) LemoS 3.0 - performance assignment model for non-medical support services in hospitals adapted to new findings

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Catering - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Catering	2220	Processing and offering food	Catering planning; management of catering assignments; patient / resident catering; staff catering; guest catering; automatic catering services; external / event catering; billing and quality management of catering services	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 38; Forschungsgruppe „Good Practice Gemeinschaftsgastronomie“ (2009) Schweiz. Qualitätsstandards für eine gesundheitsfördernde Gemeinschaftsgastronomie
Catering service planning	2220.01	Setting objectives and defining success factors, and making preparations for performing services in the area of catering				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of catering assignments	2220.02	Organization and coordination of catering assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Patient & resident catering	2220.10	Provision of food for patients or residents	Production and preparation of patients' and resident's meals, room service, hotel service, operation of ward kitchens, dishwashing	Distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)		Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering [Original in German]
Planning of patient & resident catering services	2220.11					
Production of patient & resident catering	2220.12					
Room service of patient & resident catering	2220.13					

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Catering - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Staff catering	2220.20	Provision of food for staff	Production and preparation of staff meals operation of staff restaurant incl. the till, cafeteria, provision of meeting caterings, handling of food vouchers, dish-washing	Catering for staff events (see 2220.50), distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)	Catering services at internal prices	Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering [Original in German]
Planning of staff catering	2220.21	Planning of staff catering				
Production of staff catering	2220.22	Production of staff catering				
Service of staff catering	2220.23	Service of staff with catering	Plating up of staff catering and collection of payment			
Guest catering	2220.30	Provision of food for guests	Production and preparation of guest meals, operation of cafeteria/restaurant incl. the till, dish-washing	Distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)	Catering services at external prices	Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering [Original in German]
Planning of guest catering services	2220.31	Planning of the guest menus				
Production of guest catering	2220.32	Production of guest catering				
Guest catering service	2220.33	Service of guests with catering	Plating up of guest catering and collection of payment			
Restaurant table service	2220.34	Service in restaurant				
Dishwashing	2220.35	Cleaning the dishes	Collection of dirty crockery; cleaning of crockery; putting away clean crockery			
Storage of food	2220.36	Storing food	Partially or completely prepared dishes	Storage of edible raw material (see 2490.22)		

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Catering - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Vending services, coffee vending machines, drinking water dispensers	2220.40	Provision of vending machines; coffee vending machines; drinking water dispensers	Services for vending machines	Operation and maintenance of technical building equipment (see 1164, 1165); distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)		Referring to Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering [Original in German]
External & event catering	2220.50	Provision or external or event caterings	Production and preparation of food for lunch, internal or external events	Distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)		Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering [Original in German]
Settlement of catering services	2220.60	Billing and internal or external invoicing of services rendered in the area of catering	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of catering services	2220.70	Implementation of the quality management strategy in the area of catering	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of catering services	2220.71	Monitoring the results, structures and processes in the area of catering and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to catering services	2220.72	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of catering				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hotel services - Overview**

Subject-area Provision of textiles - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Provision of textiles	2240	Ensuring the provision, cleaning and care of all textiles	Textile supply planning; management of textile supply assignments; laundry services; laundry repair; invoicing and quality management of textile supply services	Sterile textiles (see 1390.91), procurement of textiles (see 2550 et seq.), logistics (2400); Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 39
Textile supply planning	2240.01	Setting objectives and defining success factors, and making preparations for performing services in the area of textile supply				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of textile supply assignments	2240.02	Organization and coordination of textile supply assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution, information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Laundry services	2241	Cleaning; disinfection; preparation; packaging and identification of textiles	Provision of patient/resident, occupational, operational, special laundry and laundry services to third parties	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 39
Patients' & residents' textiles supply	2241.10	Cleaning, disinfection; reprocessing; packaging and identification of private patients' and residents' textiles	Private laundry of patients and residents (outerwear, bodywear, nightwear and home textiles as well as special textiles such as protectors, corsets etc.)	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)		
Provision of professional clothing	2241.20	Cleaning, disinfection, reprocessing, packaging and identification of service / protective / area clothing or personal protective equipment	Occupational clothing	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)		

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Provision of textiles - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Operating laundry supply	2241.30	Cleaning disinfection; reprocessing; packaging and identification of operating laundry	Domestic textiles - Flat linen: table and bed linen - Towels: towels, bathrobes etc. - Bed contents: pillows, blankets, protective covers - Mattress protection: incontinence pads, encasings - Interior textiles: curtains, drapes, screens, carpets; sofa cushion covers, wool blankets etc. Functional textiles - Patient clothing such as patient shirts, baby clothing - Textile medical products: drapes, protective clothing, masks, hoods, bandages, incontinence aids, etc - Kitchen linen: dish towels, kitchen gloves, etc.. - Cleaning textiles: cleaning cloths, mops etc.	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)		
Special textiles supply	2241.40	Cleaning, disinfection; reprocessing; packaging and identification of special textiles	All other textiles (like towel rolls, therapy articles, plush animals, etc.)	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)		
Textile service for third parties	2241.50	Cleaning, disinfection; reprocessing; packaging and identification of private textiles	Private textiles	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)		
Repair of textiles	2241.60	Removal of damage to and modification of textiles	Repair of patients' and residents' textiles, operating laundry, special textiles, professional clothing; and textiles from third parties	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of materials (see 2550 et seq.)		

Catalogue contents **Non-medical support services - Area Hotel services - Overview**

Subject-area Provision of textiles - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Repair of patients' & residents' laundry	2241.61	Removal of damage to and modification of patients' and residents' laundry		Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.)		
Repair of work clothing	2241.62	Removal of damage to and modification of workwear		Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.)		
Repair of textiles	2241.63	Removal of damage to and modification of textiles		Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.) Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.)		
Repair special laundry	2241.64	Removal of damage to and modification of special laundry		Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.)		
Repair of laundry from third parties	2241.65	Removal of damage to and modification of laundry from third parties		Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.)		
Settlement of textile supply services	2240.10	Billing and internal or external settlement of services rendered in the area of textile supply	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of textile supply services	2240.20	Implementation of the quality management strategy in the area of textile supply	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Provision of textiles - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality inspection of textile supply services	2240.21	Monitoring the results, structures and processes in the area of textile supply and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to textile supply services	2240.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of textile supply				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Accommodation management & operation of properties - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
Accommodation management & operation of properties	2290	Running and administrating different types of accommodation	Planning and management of accommodation assignments; planning accommodation management & operation of properties; operation staff / guest accommodation; patients / guest hotel; on-call rooms; accounting and quality management of accommodation management & operation of real estate services	Refer to specific sub-services		
Service planning accommodation management & operation of properties	2290.01	Setting objectives and defining success factors, and making preparations for performing services in area of accommodation management and the operation of properties				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of accommodation administration & operation properties assignments	2290.02	Organization and coordination of accommodation management & operation of properties assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Accommodation management & operation of staff accommodation	2290.10	Running staff accommodation operations	Contact points for staff accommodation questions, supervision of staff who live in the staff accommodation	Real estate management (see 1140), acceptance certificate (see 1140.10), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)		
Accommodation management & operation of guest accommodation	2290.20	Running guest accommodation operations	Contact points for guest accommodation requests, reservations, processing payment, organization/coordination of cleaning, provision of textiles, monitoring of key use in relation to guest accommodation	Real estate management (see 1140), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)		

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Accommodation management & operation of properties - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Accommodation management & operation of patient / guest hotel	2290.30	Running patients / guest hotel operations	Contact points for hotel requests, reservations, encashment, organization /coordination of cleaning, provision of textiles, monitoring of key use in relation to patient / guest hotel	Real estate management (see 1140), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)		
Accommodation management & operation of on-call rooms	2290.40	Supervision of operations in terms of on-call rooms	Contact points for stand-by rooms requests, Organization/co-ordination of cleaning, provision of textiles, monitoring of key use in relation to on-call rooms	Property administration (see 1140), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)		
Settlement of services from accommodation management & operation of properties	2290.50	Settlement and internal or external settlement of the services rendered in the area of accommodation management & operation of properties	Ensuring the administration of the necessary contents for billing, triggering billing, monitoring and ensuring settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality management of accommodation administration & operation of properties services	2290.60	Implementation of the quality management strategy in the area of accommodation administration & operation of properties	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of accommodation administration & operation of properties services	2290.61	Monitoring the results, structures and processes in the area of accommodation administration & operation of properties and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Accommodation management & operation of properties - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality assurance / need for adjustments to accommodation administration & operation of properties services	2290.62	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of accommodation administration & operation of properties				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Various hotel services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Various hotel services	2200	Hospitality, offering and providing additional hotel services	Hotel services planning; management of hotel service assignments; reception/contact services; cloakroom; event management; own operation kiosks/shops; child care; non-medical patient care; non-medical media library / archiving; billing and quality management of hotel services	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 38; Gerber (2016) LemoS 3.0 - Service allocation model for non-medical support services in hospitals adapted to new findings
Hotel services planning	2200.01	Setting objectives and defining success factors, and making preparations for performing services in the area of hotel services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Management of hotel service assignments	2200.02	Organization and coordination of assignments in the area of hotel services	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Reception & contact center services	2210	Reception, registration and general consultation	Internal and external contact point/reception for general information, reception and contact services, telephone services, directory assistance, telephone center/central communication services, concierge service, encashment, lending and accepting return of loan objects	Security (see 2120), signage on other facilities than the reception area / the reception rooms (see 1449.10), special concierge service (see 2990.20)		Referring to SNV SN EN 15221-4:2011 (E) p. 38
Cloakroom operation & management	2209	Operating & managing cloakrooms		Safety equipment (see 2122)		
Event management	2230	Organization and management of events of any kind	Reservation, organization and preparing of rooms, Organization of training sessions, conferences, catering and maintenance	Provision and distribution of food (see 2220.50, 2443 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 39

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Various hotel services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for health-care (HC) Industry	Source(s)
In-house operation of kiosks & shops	2990.10	Operation of kiosks and shops		Renting to third parties (see 1140.10)		Referring to Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering [Original in German]
Childcare	2250	Ensuring childcare during the day or by the hour	Nursery / after-school care			
Day care services	2250.10	Running a day care service	Pedagogical education and supervision of children by day			Referring to Regulation on the admission of foster children 211.222.338 (1977/2017)
After school services	2250.20	Running an after-school care center	Hourly supervision and child minding			Referring to Regulation on the admission of foster children 211.222.338 (1977/2017)
Non-medical patient support	2990.20	Supporting of patients and residents in non-medical respect, hotel services from admission to discharge	Host function: flower services, media services, VIP service, coordination of visitor requests, special concierge services	Catering (see 2220 et seq.), transport of people (see 2443.10), reception and contact center services (see 2210)		
Non-medical library & archives	2423	Operation of a multimedia library and coordination, management and control of the archives	Provision of books, journals and audiovisual media, classification of multimedia, loan handling; internal and outsourced archiving, procuring and operation of archiving systems suitable for retrieving recordings; CAD digital archive, blueprints, HR archive, accounting department's archive, medical archive	Destruction and disposal (see 1173 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 47
Billing for hotel services	2200.10	Billing and internal or external invoicing of services rendered in the area of hotel services	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

Catalogue contents **Non-medical support services - Area Hotel services - Overview**
Subject-area Various hotel services - Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Quality management of hotel services	2200.20	Implementation of the quality management strategy in the area of hotel services	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality inspection of hotel services	2200.21	Monitoring the results, structures and processes in the area of hotel services and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle
Quality assurance / need for adjustments to hotel services	2200.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of hotel services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle

<h2>Strategic management services</h2> <p><u>Sustainability</u> Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities</p> <p><u>Quality management</u> Quality mgmt. strategy; Defining standards & guidelines; Process-; Structure/Potential-; Result quality mgmt.</p> <p><u>Risk management</u> Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.</p> <p><u>Corporate identity</u> Corporate identity strategy</p> <p><u>Resources/ Sourcing management</u> Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support</p> <p><u>Asset/Portfolio strategy</u> Business model development-; Financing-; Investment-; Portfolio-; Multi-portfolio mgmt. - & programm mgmt. -; Cooperation-; Research & development strategy</p> <p><u>ICT management</u> ICT mgmt. strategy</p>			
<h2>Management support services</h2> <p><u>Finance & Controlling</u> External accounting/ Financial accounting; Internal accounting/Controlling, Reporting</p> <p><u>Human Resource Management</u> Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development</p> <p><u>Legal counsel & contracts</u> Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities</p> <p><u>Marketing & Communication</u> Marketing & Communication serv.</p> <p><u>Secretarial services</u> Secretarial services; Translations; Reprographics; Travel serv.</p> <p><u>ICT services</u> ICT workplace services Elektronic workplace-; Telephony/(smart)device serv. Medical business process application services (HIS) Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv. Non-medical management & support application services Strat. mgmt. decision support appl. serv.; ERP appl. serv.</p>			Project management
<h2>Non-medical support services</h2> <p style="text-align: center;">Tactical resource management</p> <p><u>Logistics</u> Procurement Internal ordering; Operational-; Tactical procurement Storage Inspection of incoming goods; Warehouse mgmt.; Order-picking Transport services & distribution External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt. Disposal & Recycling</p> <p><u>Infrastructure</u> Operation & preventative maintenance Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations Space management & provision Space (accommodation) provision & mgmt.; Property administration; Provision of workplaces Supply and disposal of energy & water</p> <p><u>Hygiene, Safety & Security</u> Cleaning & Disinfection Routine -; Intermediate -; Basic -; Special cleaning Preparation of medical products Sterilization serv. Ensuring of health & safety Ensuring workplace safety & health protection Security Securing people; Fire -; Object -; Information protection</p> <p><u>Hotel services</u> Catering Patient & resident -; Staff-; Guest catering; Vending serv.; External&Event Catering Provision of textiles Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's-; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties Accommodation management & operation of properties Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt. Various hotel services Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks&shops; Childcare; Non-medical patient support; Non-medical library & archives</p>			

Catalogue contents **Non-medical support services - Tactical resource management**
Result-oriented service descriptions

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Tactical resource management	2590	Interdisciplinary service dependency view and efforts of optimizations in the area of non-medical resources	Interdisciplinary service dependency view and efforts to optimize of all non-medical resources such as building infrastructure, energy and water, non-medical (mobile) devices and their servicing, highly and less complexly equipped rooms, food, laundry, non-medical consumer good and consumer durables, financial resources, IT hardware, IT software, staff, time (slots), medical and non-medical know-how (at the right place), transport resources (vehicles, containers, etc.), operational readiness, cleanliness/hygiene, waste/recyclable material; knowing and demonstrating inter-related connections and impacts of non-medical resources, as well as their relationship with the core business, controlling of non-medical resources by means of key performance indicators supported by appropriate software applications, calculating scenarios and variants resulting from modifications to resource parameters with regard to investments and resource strategy decisions	Real estate management (see 1100 et seq.), area management (see 1420), logistics (see 2400), finances and controlling (see 2510), procurement (see 2550 et seq.), HRM (see 2520), resources and sourcing strategy (see 9500)		Referring to Gerber (2014) Umfang und Anforderungen eines IT-gestützten, nicht-medizinischen, operativen Ressourcenmanagements im Spital - Qualitative Vorstudie [Original in German]; Haubrock (2018) Materialmanagement [Original in German]

<h3>Strategic management services</h3> <p><u>Sustainability</u> Life-cycle planning/ engineering; Environmental mgmt. system; Energy mgmt.; Environmental protection activities</p> <p><u>Quality management</u> Quality mgmt. strategy; Defining standards & guidelines; Process-; Structure/Potential-; Result quality mgmt.</p> <p><u>Risk management</u> Risk mgmt. policy; Contingency planning for extraordinary incidents; Error mgmt.</p> <p><u>Corporate identity</u> Corporate identity strategy</p> <p><u>Resources/ Sourcing management</u> Strategic resource mgmt.; Pricing/Negotiation strategy; Innovation support</p> <p><u>Asset/Portfolio strategy</u> Business model development-; Financing-; Investment-; Portfolio-; Multi-portfolio mgmt. - & programm mgmt. -; Cooperation-; Research & development strategy</p> <p><u>ICT management</u> ICT mgmt. strategy</p>			Project management
<h3>Management support services</h3> <p><u>Finance & Controlling</u> External accounting/ Financial accounting; Internal accounting/Controlling, Reporting</p> <p><u>Human Resource Management</u> Personnel administration; - planning; - controlling; Recruiting/Dismissal; HRM; Employee assessment/surveys; Personnel training & development</p> <p><u>Legal counsel & contracts</u> Legal advice; Patents and copyrights; Insurance; Contracts mgmt.; Representation before courts & authorities</p> <p><u>Marketing & Communication</u> Marketing & Communication serv.</p> <p><u>Secretarial services</u> Secretarial services; Translations; Reprographics; Travel serv.</p> <p><u>ICT services</u> ICT workplace services Elektronic workplace-; Telephony/(smart)device serv. Medical business process application services (HIS) Patient dossier mgmt. & documentation appl. serv.; Diagnostic appl. serv.; Patient related resource planning appl. serv.; Med./therapeutic/nursing decision support appl. serv. Non-medical management & support application services Strat. mgmt. decision support appl. serv.; ERP appl. serv.</p>			
<h3>Non-medical support services</h3> <p><u>Logistics</u> Procurement Internal ordering; Operational-; Tactical procurement Storage Inspection of incoming goods; Warehouse mgmt.; Order-picking Transport services & distribution External/Internal people transport serv.; Transport serv. & distribution of goods; Post room and internal distribution; Relocations; Fleet mgmt. Disposal & Recycling</p> <p style="text-align: center;">Tactical resource management</p> <p><u>Infrastructure</u> Operation & preventative maintenance Immovable non-/medical property, plant and equipment; Non-/Medical movables; Outdoors; Helpdesk & Janitor services; Occupier fit-out & adaptations Space management & provision Space (accommodation) provision & mgmt.; Property administration; Provision of workplaces Supply and disposal of energy & water</p> <p><u>Hygiene, Safety & Security</u> Cleaning & Disinfection Routine -; Intermediate -; Basic -; Special cleaning Preparation of medical products Sterilization serv. Ensuring of health & safety Ensuring workplace safety & health protection Security Securing people; Fire -; Object -; Information protection</p> <p><u>Hotel services</u> Catering Patient & resident -; Staff-; Guest catering; Vending serv.; External&Event Catering Provision of textiles Laundry serv. & Repair of textiles; Patients' & residents' -; Operating's-; Special laundry; Work clothing & Special laundry; Laundry serv. for third parties Accommodation management & operation of properties Staff/Guest accomodations; Patient/Guest hotel; On-call rooms accomodation mgmt. Various hotel services Reception & contact center serv.; Cloakroom operation & mgmt.; Event mgmt.; In-house operation of kiosks&shops; Childcare; Non-medical patient support; Non-medical library & archives</p>			

Catalogue contents **Non-medical support services - Project management** **Result-oriented service descriptions**

Description of service	Service No	General description of the service	Included in the service	Not included in or otherwise defined services	Remarks / indications for healthcare (HC) Industry	Source(s)
Project management	3000	Initialisation; planning; execution; controlling and completion of projects	<p>Project management knowledge areas:</p> <ol style="list-style-type: none"> 1. Integration, reporting & changes (project classification based on internal definitions incl. requirements for reporting and change processes and competencies, ensuring project (management) support through management / leadership committee, discussion of the relationship between effort and benefit and meaningfulness with clear decisions) 2. Environment & stakeholders (discussion with all parties concerned and involved, clarification of roles (task / competencies / responsibilities)) 3. Communication & documentation (clarification of who is informed when and how, establishment of central project repository with corresponding authorisations) 4. Goals (definition of mandatory and optional goals, if possible, according to the SMART principle (specific, measurable, accepted, realistic, scheduled)) 5. Content / scope / scope & project structuring (definition of output in coordination with objectives, milestones and quality) 6. Personnel resources & organisation (meaningful and interdisciplinary composition of the project team, release of necessary personnel resources, clarification of roles (task / competencies / responsibilities)) 7. Deadlines & milestones (clarification of important key dates such as steering committee and/or reporting deadlines and any partial performance milestones and end dates) 8. Costs / finances (clarification of budget (incl. personnel resources)) 9. Risks (threats & opportunities) (clarification of main risks with corresponding measures) 10. Quality (clarification of understanding of quality criteria (in coordination with target and budget)) 11. Procurement & contracts (clarification of procurement / contract processes and competencies in coordination with any existing central purchasing) 	All activities outside the defined project		Referring to DIN 69901:2009 Project management - Project management systems - Part 2: Processes, process model; Part 3: Methods; Part 4: Data, data model; Part 5: Concepts ; Gerber (2017, p. 13) Projektmanagement in Spitälern (PM in HC) - Bestandsaufnahme und Handlungsempfehlungen [Original in German]; ISO 21500:2013 Guidance on project management; Project Management Institute (2017) Project Management Body of Knowledge - (PMBOK Guide)

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Appendix Index

- A**
Accommodation administration 2290, S. **124**
Accounting
 2510, S. **37**
 department's archive 2423, S. **128**
 services 2511, S. **37**
Additional space on site 1220, S. **92**
Adjacent buildings 1210, S. **92**
Administration of
 internal areas 1140.30, S. **95**
 property and real estate 1140, S. **94**
After school services 2250.20, S. **128**
Air-conditioning 1164, S. **88**
Analyses of suppliers 2552, S. **69**
Anesthetics
 2443.23, S. **76**
 2443.26, S. **76**
Applications
 2361.20, S. **50**
 2361.40, S. **50**
 2370, S. **52**
 2371, S. **52**
 2372, S. **54**
 2373, S. **55**
 2374, S. **56**
 2380, S. **57**
 2381, S. **57**
 2382, S. **58**
Archives 2423, S. **128**
Archiving 2423, S. **128**
Archiving systems 2423, S. **128**
Art 1440, S. **91**
Asset and portfolio strategy 9600, S. **32**
Assets 9110, S. **23**
Asset strategy 9600, S. **32**
Audiovisual media 2423, S. **128**
Automatic catering services 2220, S. **117**
Autumn service 1210, S. **92**
- B**
Basic cleaning
 1300, S. **102**
 1340, S. **103**
Bed cleaning 1390.91, S. **107**
Binding of documents 2421, S. **47**
Blood 1173.24, S. **82**
Blueprints 2423, S. **128**
Body parts, organs and tissue („Pathology waste“) 1173.23, S. **82**
- Books 2423, S. **128**
Branding 9400, S. **30**
Breakdown management 1161, S. **93**
Building
 equipment
 1164, S. **88**
 1165, S. **88**
 infrastructure 2590, S. **131**
 installations 1000.90, S. **86**
 structure 1163, S. **88**
Buildings
 construction 1162, S. **87**
 operation 1162, S. **87**
 (parts of) 1230, S. **92**
Business model development strategy 9690, S. **32**
Business strategy 9000, S. **22**
- C**
CAD digital archive 2423, S. **128**
Cafeteria 2220.20, S. **118**
CAFM 2382.08, S. **60**
Cameras 2122, S. **112**
Card readers 2122, S. **112**
Care of
 flowers 1210, S. **92**
 trees 1210, S. **92**
Carpool services 2443.11, S. **75**
Cash management 2511, S. **37**
Catering
 2220, S. **117**
 guests 2220.30, S. **118**
 patient & resident 2220.10, S. **117**
 staff 2220.20, S. **118**
Central communication services 2210, S. **127**
Certification 9210, S. **25**
Chemical waste 1173.29, S. **83**
Childcare 2250, S. **128**
Circulation 1171.10, S. **97**
Cleaning 1300, S. **102**
Cleanliness/hygiene
 1300.90, S. **101**
 2590, S. **131**
Clean room air processing 1171.30, S. **98**
Clean-rooms 1164, S. **88**
Cloakroom operation & management 2209, S. **127**
CO2 1171, S. **97**
Coal 1171, S. **97**
Cold generation 1171.20, S. **98**
- Cold water 1172, S. **98**
Collection containers 1173, S. **79**
Collection point 1173, S. **79**
Combustible management 2441, S. **77**
Communication
 1164, S. **88**
 2540, S. **45**
Communication Technology 2300, S. **49**
Compost material 1173.12, S. **80**
Concierge service 2210, S. **127**
Condition configuration 2552, S. **69**
Condition monitoring 1161, S. **93**
Conferences 2230, S. **127**
Configuration
 2361.20, S. **50**
 2363.10, S. **51**
 2363.20, S. **51**
 2363.30, S. **52**
Consumer good and consumer durables 2590, S. **131**
Contact services 2210, S. **127**
Contingency planning for extraordinary incidents 9390, S. **27**
Contracts 2530, S. **43**
Contracts management 2534, S. **44**
Controlled substances 2443.26, S. **76**
Controlling 2513, S. **38**
Conveying systems 1164, S. **88**
Cooling
 1171.20, S. **98**
 of special rooms 1171.20, S. **98**
 storage 1171.20, S. **98**
Cooperation
 negotiations 2552, S. **69**
 strategy 9694, S. **33**
Copying 2421, S. **47**
Copyright 2532, S. **43**
Corporate identity 9400, S. **30**
Corporate identity strategy 9490, S. **30**
Courier services 2422, S. **77**
CRM 2382.04, S. **59**
Cytostatics waste 1173.27, S. **82**
- D**
Dangerous goods 2443.25, S. **76**
Data-sensitive documents 1173.15, S. **81**
Day care services 2250.10, S. **128**
Dealing with
 biological hazardous situations 9390.50, S. **28**
 chemical hazardous situations 9390.60, S. **28**
 external hazardous situations 9390.40, S. **28**
 extraordinary situations (catastrophes) 9390.30, S. **28**
 internal hazardous situation 9390.70, S. **29**
 major incidents 9390.10, S. **27**
 special situations 9390.20, S. **28**
Decision support
 2370, S. **52**
 2374, S. **56**
 2381, S. **57**
Decorations 1449.20, S. **91**
Desktop 2361.10, S. **49**
Development strategy 9695, S. **33**
Devices 2590, S. **131**
Device services 2363, S. **51**
Diagnostic application services 2372, S. **54**
Directory assistance 2210, S. **127**
Dirty water 1172.10, S. **98**
Dishwashing 2220.10, S. **117**
Disinfection 1300, S. **102**
Disposal
 1170, S. **97**
 1173, S. **79**
Disposal of
 body parts, organs and tissue 1173.23, S. **82**
 chemical waste 1173.29, S. **83**
 cytostatics waste 1173.27, S. **82**
 data-sensitive documents & data carriers 1173.15, S. **81**
 electric waste 1173.13, S. **80**
 expired drugs 1173.26, S. **82**
 green waste 1173.12, S. **80**
 hospital specific waste 1173.20, S. **81**
 industrial waste 1773.14, S. **80**
 infectious waste 1173.28, S. **83**
 liquid waste 1173.22, S. **81**
 non-sector-specific recyclables 1173.10, S. **80**
 radioactive waste 1173.30, S. **83**
 recyclable materials 1173.11, S. **80**
 unproblematic medical waste 1173.21, S. **81**
 waste with blood, excretions & secretions with contamination risks 1173.24, S. **82**
 waste with danger of Injury / sharps 1173.25, S. **82**
Distribution 2443.20, S. **75**
Distribution of goods and material
 2443.20, S. **75**
 2443.21, S. **75**

Appendix Index

- 2443.22, S. **76**
- 2443.23, S. **76**
- 2443.24, S. **76**
- 2443.25, S. **76**
- 2443.26, S. **76**
- Distribution services 2422, S. **77**
- District-heating 1171, S. **97**
- Drinking water 1172, S. **98**
- Driving personnel management 2443.11, S. **75**
- DSS 2381.10, S. **58**

- E**
- Electrical energy 1171.30, S. **98**
- Electricity 1171, S. **97**
- Electric waste 1173.13, S. **80**
- Electronic workplace services 2361, S. **49**
- E-mail
 - 2361.40, S. **50**
 - 2540.10, S. **45**
- Emergency electricity provision 1171.30, S. **98**
- Energy
 - 2590, S. **131**
 - management 9190, S. **23**
 - sources 1171, S. **97**
 - strategy 9190, S. **23**
- Ensuring health 2111, S. **109**
- Ensuring health and safety of people at work 2110, S. **109**
- Ensuring workplace safety 2111, S. **109**
- Ensuring workplace safety & health protection
 - at/in/around the building 2111.20, S. **109**
 - through people, behaviour & workload 2111.30, S. **110**
 - through work organization and special protection 2111.40, S. **110**
 - with respect to work places & installations 2111.20, S. **110**
- Enterprise Resource Planning application services 2382, S. **58**
- Entertainment electronics 1171.30, S. **98**
- Environmental
 - management system 9180, S. **23**
 - policy 9180, S. **23**
 - protection activities 2130, S. **23**
- ERP 2382, S. **58**
- Error management 9310.10, S. **27**
- ESS 2381.10, S. **58**
- EUS 2381.10, S. **58**
- Evacuation routes 1161, S. **93**

- Evaluation of suppliers 2552, S. **69**
- Event catering 2220.50, S. **119**
- Event management 2230, S. **127**
- Excretions 1173.24, S. **82**
- Expired drugs 1173.26, S. **82**
- Exterior works 1210, S. **92**
- External catering 2220.50, S. **119**
- External lighting 1171.30, S. **98**

- F**
- Facade cleaning 1320, S. **104**
- Fees 1140, S. **94**
- Finance & Controlling 2510, S. **37**
- Financial accounting 2511, S. **37**
- Financial resources 2590, S. **131**
- Financing strategy 9620, S. **32**
- Fire protection
 - 2122.10, S. **112**
 - constructional 2122.11, S. **112**
 - operational 2122.12, S. **113**
 - preventative 2122.12, S. **113**
 - technical 2122.11, S. **112**
- Fit-outs 1140.10, S. **95**
- Fixed line 2362.10, S. **51**
- Fleet management 2441, S. **77**
- Floor space 1140.30, S. **95**
- Flower
 - arrangements 1431, S. **90**
 - planting 1210, S. **92**
 - services 2990.20, S. **128**
- Food 2590, S. **131**
- Food returns 1173.22, S. **81**
- Food vouchers 2220.20, S. **118**
- Framework agreements 2552, S. **69**
- Fuel management 2441, S. **77**
- Furniture 1430, S. **90**

- G**
- Gardening services 1210, S. **92**
- Gas 1164, S. **88**
- Gases 1171, S. **97**
- Graphic services 2421, S. **47**
- Green areas 1210, S. **92**
- Green waste 1173.12, S. **80**
- Grey water 1172, S. **98**
- Guarding 2121, S. **112**
- Guest
 - accommodation operations 2290.20, S. **124**
 - hotel operation 2290.30, S. **125**
- Guidelines 9210, S. **25**

- H**
- Hardware
 - 2361, S. **49**
 - 2363, S. **51**
- Health of people at work 2110, S. **109**
- Health protection
 - 2110, S. **109**
 - 2111, S. **109**
 - 2112, S. **110**
- Heat
 - 1171.10, S. **97**
 - controlling 1171.10, S. **97**
 - distribution 1171.10, S. **97**
 - generation 1171.10, S. **97**
 - recovery 1171.10, S. **97**
 - storage 1171.10, S. **97**
- Heating 1164, S. **88**
- Heating and additional expenses 1140.10, S. **95**
- Heavy current 1164, S. **88**
- Helpdesk 1164, S. **88**
- Helpdesk services 1161, S. **93**
- Hospital specific waste 1173.20, S. **81**
- Hotel Business 2200, S. **127**
- Hotel service 2220.10, S. **117**
- Hot water 1171.10, S. **97**
- Household garbage 1173.21, S. **81**
- Houseplants 1431, S. **90**
- HR archive 2423, S. **128**
- HRM 2520, S. **40**
- Human Resource management 2520, S. **40**
- Hygiene
 - 1300.90, S. **101**
 - 2382.10, S. **61**
 - measures 1171.10, S. **97**

- I**
- ICT
 - management 9700, S. **34**
 - services 2300, S. **49**
 - strategy 9710, S. **34**
 - user services 2361.40, S. **50**
 - workplace services 2360, S. **49**
- ICT management strategy
 - 9700, S. **34**
 - 9710, S. **34**

- Identity 9400, S. **30**
- Incoming goods inspection 2490, S. **72**
- Indoor climate control 1171.20, S. **98**
- Industrial cooling 1171.20, S. **98**
- Industrial waste 1173.14, S. **80**
- Industrial working processes 1171.10, S. **97**
- Infectious waste 1173.28, S. **83**
- Information protection
 - 2122.30, S. **113**
 - contractual 2122.31, S. **113**
 - organizational 2122.31, S. **113**
 - technical 2122.32, S. **114**
- Information technology 1164, S. **88**
- Infrastructure
 - 1000.90, S. **86**
 - 1210, S. **92**
 - 2382, S. **58**
 - management module services 2382.08, S. **60**
- Innovation support 9410, S. **31**
- Inspection
 - 1163, S. **88**
 - 1165, S. **88**
- Installation
 - 1160, S. **87**
 - 2361.20, S. **50**
 - 2363.10, S. **51**
 - 2430, S. **77**
- Insurance
 - 1140, S. **94**
 - 2533, S. **43**
- Intermediate cleaning 1330, S. **103**
- Internal areas 1140.30, S. **95**
- Internal leasing management 1140.30, S. **95**
- Internal lighting 1171.30, S. **98**
- Internet
 - 2361.40, S. **50**
 - 2540.10, S. **45**
- Intranet
 - 2361.40, S. **50**
 - 2540.10, S. **45**
- Investment 9110, S. **23**
- Investment strategy 9691, S. **32**
- Inviting tenders 2552, S. **69**
- IT hardware 2590, S. **131**
- IT software 2590, S. **131**

- J**
- Janitor services 1161, S. **93**
- Journals 2423, S. **128**

Appendix Index

- K**
Keys 2122, S. **112**
Kiosks 2990.10, S. **128**
Kitchen
1171, S. **97**
1171.10, S. **97**
1171.20, S. **98**
Know-how 2590, S. **131**
- L**
Labeling 1449.10, S. **91**
LAN 2361.10, S. **49**
Land 1210, S. **92**
Landscaping services 1210, S. **92**
Laundry 2590, S. **131**
Laundry services 2241, S. **120**
Leasing management 1140.30, S. **95**
Legal advice 2531, S. **43**
Legal counsel 2530, S. **43**
Letters 2422, S. **77**
Letting of properties 1140.10, S. **95**
Licensing
2361.30, S. **50**
2361.40, S. **50**
Life cycle engineering 9110, S. **23**
Life cycle planning 9110, S. **23**
Liquid recyclable material 1173, S. **79**
Liquid waste 1173.22, S. **81**
Locks 2122, S. **112**
Login 2361.40, S. **50**
Logistics 2400, S. **66**
Lot 1210, S. **92**
Lots of land 1210, S. **92**
Lunch 2220.50, S. **119**
- M**
Maintenance
1163, S. **88**
1165, S. **88**
Maintenance of
decoration 1449.20, S. **91**
furniture 1430, S. **90**
land, site and lot 1210, S. **92**
outdoors 1200, S. **91**
plants & flowers 1431, S. **90**
signage 1449.10, S. **91**
Maintenance strategy 9110, S. **23**
Major incidents 9390.10, S. **27**
- Management of
Finance & Controlling assignments 2510.02, S. **37**
vehicles 2441, S. **77**
Management support 2500, S. **36**
Management support services 2500, S. **36**
Marketing 2540, S. **45**
Material Group Management 2552, S. **69**
Media services 2990.20, S. **128**
Medical
archive 2423, S. **128**
gases 1171, S. **97**
material 2551.11, S. **68**
movables 1990.10, S. **90**
products 1390.90, S. **107**
Medical business process application services (HIS) 2370, S. **52**
Medical material and medicines
2551.11, S. **68**
2552.11, S. **70**
Medical services
2551.12, S. **68**
2552.12, S. **70**
Medical-technical devices 1990.10, S. **90**
Medical / therapeutic / nursing decision support application services 2374, S. **56**
Medicines
2551.11, S. **68**
2552.11, S. **70**
Meeting caterings 2220.20, S. **118**
Messaging 2361.40, S. **50**
MIS 2381.10, S. **58**
Mobile devices 2362.10, S. **51**
Modules
2370, S. **52**
2371, S. **52**
2372, S. **54**
2373, S. **55**
2374, S. **56**
2380, S. **57**
2381, S. **57**
2382, S. **58**
Mouse 2361.10, S. **49**
Multifunction device service 2363, S. **51**
Multimedia library 2423, S. **128**
Multi-project management 9600, S. **32**
Multi-project management strategy 9693, S. **33**
- N**
Natural gas 1171, S. **97**
Negotiation strategy 9592, S. **31**
Non-dangerous goods
2443.21, S. **75**
2443.24, S. **76**
Non-medical management & support application services 2380, S. **57**
Non-medical material
2551.21, S. **68**
2552.21, S. **70**
Non-medical patient support 2990.20, S. **128**
Non-medical procurement
2551.20, S. **68**
2552.20, S. **70**
Non-medical services
2551.22, S. **68**
2552.22, S. **70**
Non-medical support services 1990.01, S. **64**
Non sector-specific recyclables 1173.10, S. **80**
Notebook 2361.10, S. **49**
- O**
Object protection 2122.20, S. **113**
Occupational health 2112, S. **110**
Occupier fit out & adaptations 1410, S. **93**
On-call rooms operation 2290.40, S. **125**
Operating laundry care 2241.30, S. **121**
Operating & preventative maintenance of
additional space on site 1220, S. **92**
land, site and lot 1210, S. **92**
parking facilities 1230, S. **92**
Operational accounting 2511, S. **37**
Operational procurement
2551, S. **67**
2551.10, S. **68**
2551.11, S. **68**
2551.12, S. **68**
2551.20, S. **68**
2551.21, S. **68**
2551.22, S. **68**
Operation of
buildings 1162, S. **87**
guest accommodation 2290.20, S. **124**
guest hotel 2290.30, S. **125**
on-call rooms 2290.40, S. **125**
patient hotel 2290.30, S. **125**
properties 2290, S. **124**
staff accommodation 2290.10, S. **124**
technical building equipment 1164, S. **88**
- Operation & preventative maintenance 1160, S. **87**
Order picking 2490.30, S. **73**
Order planning 2552, S. **69**
Outdoor premises 1210, S. **92**
- P**
Packages 2422, S. **77**
Packaging of textiles 2241.60, S. **121**
Paintings 1440, S. **91**
Parking
cashier management 1230, S. **92**
control 1230, S. **92**
lots 1230, S. **92**
of vehicles 1230, S. **92**
Partially roofed (built over) constructions 1220, S. **92**
Patents 2532, S. **43**
Pathology waste 1173.23, S. **82**
Patient catering 2220.10, S. **117**
Patient dossier management & documentation application services 2371, S. **52**
Patient-related resource planning application services 2373, S. **55**
Patients hotel operation 2290.30, S. **125**
Patients' textiles care 2241.10, S. **120**
Pay slips 2521, S. **40**
People vehicles 2441, S. **77**
Performance planning finance & controlling 2510.01, S. **37**
Performance potential 9292, S. **25**
Peripherals 2361.10, S. **49**
Personnel
administration 2521, S. **40**
development 2523, S. **41**
training & development 2523, S. **41**
Petroleum products 1171, S. **97**
Planting of
flowers 1210, S. **92**
trees 1210, S. **92**
Plotting 2421, S. **47**
Pneumatic post 2422, S. **77**
Portfolio management 9693, S. **33**
Portfolio strategy
9600, S. **32**
9692, S. **32**
Post room and internal distribution 2422, S. **77**
Potential quality management 9292, S. **25**
Preparation of medical products 1390.90, S. **107**

Appendix Index

- Preventative maintenance 1165, S. **88**
 - Preventative maintenance of medical movables 1990.10, S. **90**
 - Preventative maintenance & operation 1160, S. **87**
 - Preventative structure maintenance 1163, S. **88**
 - Price configuration 2552, S. **69**
 - Pricing strategy 9592, S. **31**
 - Printer
 - 2111.20, S. **110**
 - 2361.40, S. **50**
 - Printing
 - 2363, S. **51**
 - 2421, S. **47**
 - Private textiles 2241.50, S. **121**
 - Process heat 1171.10, S. **97**
 - Process quality management 9290, S. **25**
 - Procurement
 - 2550, S. **67**
 - 2551, S. **67**
 - 2551.10, S. **68**
 - 2551.11, S. **68**
 - 2551.12, S. **68**
 - 2551.20, S. **68**
 - 2551.21, S. **68**
 - 2551.22, S. **68**
 - 2552, S. **69**
 - 2552.10, S. **69**
 - 2552.11, S. **70**
 - 2552.12, S. **70**
 - 2552.20, S. **70**
 - 2552.22, S. **70**
 - controlling 2552, S. **69**
 - marketing 2552, S. **69**
 - market research 2552, S. **69**
 - portfolios 2552, S. **69**
 - Product specifications 2552, S. **69**
 - Professionals' textiles care 2241.20, S. **120**
 - Program management strategy 9693, S. **33**
 - Project management 3000, S. **133**
 - Project portfolio management 9693, S. **33**
 - Property
 - 1140, S. **94**
 - administration 1140, S. **94**
 - bookkeeping 1140.40, S. **95**
 - letting to third parties 1140.10, S. **95**
 - renting from third parties 1140.20, S. **95**
 - Provision of
 - electricity 1171.30, S. **98**
 - heating 1171.10, S. **97**
 - textiles 2240, S. **120**
 - workplaces 1400, S. **96**
- Q**
- Quality management 9200, S. **24**
 - Quality management strategy 9291, S. **24**
 - Quality systems 9210, S. **25**
- R**
- Radioactive waste 1173.30, S. **83**
 - Rainwater 1172, S. **98**
 - Rain water 1172.10, S. **98**
 - RAS 2361.20, S. **50**
 - Real estate 1140, S. **94**
 - Reception 2210, S. **127**
 - Reception services 2210, S. **127**
 - Recooling 1171.20, S. **98**
 - Recruiting / dismissal 2522, S. **41**
 - Recruitment of personnel 2522, S. **41**
 - Recyclable material
 - 1173.11, S. **80**
 - 2590, S. **131**
 - Recycling 1173, S. **79**
 - Registration 2210, S. **127**
 - Relocations 2430, S. **77**
 - Remote access 2361.20, S. **50**
 - Renewable energies 1171, S. **97**
 - Rental area
 - 1140.10, S. **95**
 - 1140.20, S. **95**
 - Rental management 1140, S. **94**
 - Rent collection 1140.10, S. **95**
 - Rent contracts
 - 1140.10, S. **95**
 - 1140.20, S. **95**
 - Renting of properties 1140.20, S. **95**
 - Rent negotiations
 - 1140.10, S. **95**
 - 1140.20, S. **95**
 - Repair of textiles 2241.60, S. **121**
 - Repair work
 - 1162, S. **87**
 - 1163, S. **88**
 - 1165, S. **88**
 - Reporting 2513, S. **38**
 - Reprographics 2421, S. **47**
 - Research strategy 9695, S. **33**
 - Resident catering 2220.10, S. **117**
 - 2122.32, S. **114**
 - 2361.20, S. **50**
 - 2361.40, S. **50**
 - 2363.10, S. **51**
 - 2370, S. **52**
 - 2371, S. **52**
 - 2372, S. **54**
 - 2373, S. **55**
 - 2374, S. **56**
 - 2380, S. **57**
 - 2381, S. **57**
 - 2382, S. **58**
 - Solid recyclable material 1173, S. **79**
 - Sourcing management 9500, S. **31**
- Space
 - 1100, S. **94**
 - (Accommodation) Provision & Management 1100, S. **94**
 - heating 1171.10, S. **97**
 - management & provision 1420, S. **94**- Special cleaning 1320, S. **104**
- Special textiles care 2241.40, S. **121**
- Staff
 - 2590, S. **131**
 - accommodation administration 2290.10, S. **124**
 - restaurant 2220.20, S. **118**
- Standards 9210, S. **25**
- Static heating 1171.10, S. **97**
- Steam 1171.10, S. **97**
- Sterile medical products 1390.91, S. **107**
- Sterilization 1171.10, S. **97**
- Sterilization services 1390.91, S. **107**
- Storage
 - access 2361.40, S. **50**
 - management 2490, S. **72**
- Strategic management decision support applications services 2381, S. **57**
- Strategic management services 9000, S. **22**
- Strategic resource management 9591, S. **31**
- Structure quality management 9292, S. **25**
- Supply 1170, S. **97**
- Supply and disposal of energy and water 1170, S. **97**
- Sustainability 9100, S. **23**
- System access
 - 2361.20, S. **50**
 - 2361.40, S. **50**
 - 2363.20, S. **51**
 - 2363.30, S. **52**

S

 - Safety 1300.90, S. **101**
 - Safety of people at work 2110, S. **109**
 - Safety-related technical equipment of buildings 2122, S. **112**
 - Scanning 2421, S. **47**
 - Sculptures 1440, S. **91**
 - Secondary space 1220, S. **92**
 - Secrecy agreements 2122.31, S. **113**
 - Secretarial services 2560, S. **47**
 - Secretions 1173.24, S. **82**
 - Securing
 - intellectual property 2122, S. **112**
 - people 2121, S. **112**
 - property 2122, S. **112**
 - Security 1300.90, S. **101**
 - Security services 2120, S. **112**
 - Selection of suppliers 2552, S. **69**
 - Server 2361.40, S. **50**
 - Server access
 - 2363.20, S. **51**
 - 2363.30, S. **52**
 - Service
 - 1163, S. **88**
 - 1165, S. **88**
 - Service dependency view 2590, S. **131**
 - Servicing 2590, S. **131**
 - Sharps 1173.25, S. **82**
 - Shops 2990.10, S. **128**
 - Signage 1449.10, S. **91**
 - Site 1210, S. **92**
 - Site rules 1161, S. **93**
 - Smart device services 2362, S. **51**
 - Software

Appendix Index

Systems for helpdesk 1164, S. **88**

T

Tablet 2362.10, S. **51**

Tactical medical procurement 2552.10, S. **69**

Tactical procurement

2551.21, S. **68**

2552, S. **69**

2552.11, S. **70**

2552.12, S. **70**

2552.20, S. **70**

2552.21, S. **70**

2552.22, S. **70**

Tactical resource management 2590, S. **131**

Taxes 1140, S. **94**

Technical building equipment

operation 1164, S. **88**

preventative maintenance 1165, S. **88**

restore 1165, S. **88**

Technical installations 1160, S. **87**

Telephone center 2210, S. **127**

Telephone services 2210, S. **127**

Telephony service 2362, S. **51**

Telephony / smart device services 2362, S. **51**

Temporary storage 2490.20, S. **72**

Tenant fit-outs 1140.20, S. **95**

Tenants allocation 1140.30, S. **95**

Tenant supervision 1140.10, S. **95**

Textiles

2241, S. **120**

2241.10, S. **120**

2241.20, S. **120**

2241.30, S. **121**

2241.40, S. **121**

2241.50, S. **121**

2241.60, S. **121**

Textile service for third parties 2241.50, S. **121**

Training

2122.31, S. **113**

2230, S. **127**

2361.20, S. **50**

2523, S. **41**

Transport 2590, S. **131**

Transportation of people

2443.10, S. **75**

2443.11, S. **75**

2443.12, S. **75**

Transport & distribution of goods - external

2443.21, S. **75**

2443.22, S. **76**

2443.23, S. **76**

Transport & distribution of goods - internal

2443.24, S. **76**

2443.25, S. **76**

2443.26, S. **76**

Transport of goods 2443.20, S. **75**

Transport of goods and material

2443.21, S. **75**

2443.22, S. **76**

2443.23, S. **76**

2443.24, S. **76**

2443.25, S. **76**

2443.26, S. **76**

Transport of people 2443.10, S. **75**

Transport services

2443, S. **75**

external 2443.11, S. **75**

internal 2443.12, S. **75**

Transport vehicles 2441, S. **77**

Travel services 2442, S. **47**

Turnstiles 2122, S. **112**

U

Underground infrastructure 1210, S. **92**

Unproblematic medical waste 1173.21, S. **81**

User account

2361.40, S. **50**

2362.10, S. **51**

User profile 2361.40, S. **50**

User-specific system 1164, S. **88**

User support 2361.40, S. **50**

Utility vehicles 2441, S. **77**

V

Value analysis 2552, S. **69**

Various hotel services 2200, S. **127**

Vehicle cleaning 2441, S. **77**

Vehicle insurances 2441, S. **77**

Vending machine services 2220.40, S. **119**

Ventilation 1171.10, S. **97**

VIP service 2990.20, S. **128**

Visitor requests 2990.20, S. **128**

W

Ward kitchens 2220.10, S. **117**

Warehouse management 2490.20, S. **72**

Waste material 2590, S. **131**

Waste water

disposal 1172.10, S. **98**

treatment 1172.10, S. **98**

Waste with

blood, excretions and secretions with contami-

nation risk 1173.24, S. **82**

danger of Injury / sharps 1173.25, S. **82**

Water

1164, S. **88**

2590, S. **131**

provision 1172, S. **98**

treatment 1172, S. **98**

Winter road clearance 1210, S. **92**

WLAN 2361.10, S. **49**

Wood energy 1171, S. **97**

Work clothing 2240, S. **120**

Workplace

1400, S. **96**

safety 2111, S. **109**

Works of art 1440, S. **91**

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Space and Infrastructure	1000.00	Services for the service handling of all subordinate services or products with respect to area and infrastructure	Tactical and operational areas and infrastructure management, internal management, all services connected with area and infrastructure	Financially activatable investments		Referring to SNV SN EN 15221-4:2011 (E) p. 21	No result-oriented performance
Infrastructure	1000.90	Buildings; technical building installations; non-mobile / medical movables; medical-technical operating equipment	Operation & maintenance; Space management & provision; energy supply & water supply & disposal	Refer to specific sub-services		Referring to Gerber (2016) LemoS 3.0 - performance assignment model for non-medical support services in hospitals adapted to new findings	
Space (Accommodation) Provision & Management	1100.00	Provision and management of services in connection with existing space	Property Administration; Provision of workplaces Refer to specific sub-products	Services of the phases before and after the operational phase (e.g. planning, construction, dismantling) Financially activatable investments		Referring to SNV SN EN 15221-4:2011 (E) p. 24	
Building initial performance	1110						No result-oriented performance
Owner / Occupier	1111.00						No result-oriented performance
Asset re-placement and refurbishment	1120.00						No result-oriented performance
External structure and fabric	1121.00						No result-oriented performance
Internal structure and fabric	1122.00						No result-oriented performance
Technical building equipment	1123.00						No result-oriented performance

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Enhancement of initial performance	1130.00						No result-oriented performance
Property administration	1140.00	Administrative activities associated with property and real estate	Real estate leasing to third parties; real estate leasing from third parties; internal rental management; property accounting; handling of fees, taxes, securing insurance, rental management etc. in connection with the property. Refer also to specific sub-products	Occupier fit-out, internal relocations (see 2430), portfolio optimization (see 9600); Refer also to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 26	
GAFM provision and operation	1141.00	Provision and operation of a modular basic GAFM system	Building technology data management and upkeep, documentation of technical equipment and devices (inventory/asset file, operating instructions, protocols, operating log), spatial data management (usage data registration, usage changes registration, room books), space data management (surface description), building plan management, CAD			Referring to SNV SN EN 15221-4:2011 (E) p. 26	New system in the context of ICT services
Portfolio development	1150.00						Integrated in Asset- & Portfolio Management
Real estate optimization	1151.00						Integrated in Resource / Sourcing Management
Operation & preventative maintenance and operation	1160.00	Operation and preventative maintenance of buildings and their technical installations, (non-) medical, mobile tangible assets and outdoor facilities	Maintenance / operational planning; management of operation & preventative maintenance assignments; operation & maintenance of immobile and non-medical movables / medical equipment and outdoor areas; help desk / caretaker services; tenant development; invoicing and quality management of maintenance / operational planning services Refer to specific sub-products	Financially activatable investments in repair maintenances and modernizations (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 27	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Operation & maintenance service performance planning	1160.01	Setting objectives and defining success factors, and making preparations for performing services in the area of operation and maintenance				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of operation & maintenance service assignments	1160.02	Organization and coordination of operation & maintenance assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Accounting for operation & maintenance services	1160.10	Accounting and internal or external billing of services rendered in the area of operation & maintenance	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of operation & maintenance services	1160.20	Implementation of the quality management strategy in the area of operation & maintenance	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of operation & maintenance services	1160.21	Monitoring the results, structures and processes in the area of operation & maintenance and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality assurance / need for adjustments to operation & maintenance services	1160.22	Integrating findings from quality testing in the form of target or method adjustments and/ or extending the learning improvement cycle in the area of operation & maintenance				Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	
Help desk & incl. janitor services	1161.00	Operation of a helpdesk (electronic, physical) for communication between users and the organization of non-medical support services with respect to assignments, errors, complaints, feedback, documentation and reporting	Breakdown management, condition monitoring, complying with the site rules, keeping evacuation routes clear, supervision of service personnel e.g. chimney sweeps and authorities	ICT-Helpdesk (see 2360 et seq.) (Technical) helpdesk system (see 1164)		Referring to SNV SN EN 15221-4:2011 (E) p. 27	
Operation of buildings - Structure-operation	1162.00	Combination of all technical, manual and administrative measures that lead to the optimal operation of buildings in accordance with standards / service level agreement(s). Operation of building-structure	Monitoring; measuring / adjusting / regulating / parameterising; refilling consumables; replacing wearing parts; taking readings; tracing faults relating to buildings Repairing-of-doors,-windows,-furniture	Upkeep of movables (see 1430), hanging of paintings (see 1440)		Referring to SNV SN EN 15221-4:2011 (E) p. 27; Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; IFMA Schweiz (2007) Prozess- / Leistungsmodell im Facility Management (ProLeMo) p. 73; [Original in German] SN EN 13306:2010 (D) p. 6 [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Preventative structure maintenance	1163.00	A combination of all technical, manual and administrative measures throughout the lifecycle of the building, which serves to maintain or restore it to working condition so that it can perform the required function Measures to maintain or restore structural integrity	Inspections; Maintenance/Service; financially not activatable repair maintenances / repair work to the building structure	Financially activatable repair maintenances, modernizations, renovation (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 27; Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; SN EN 13306:2010 (D) p. 5 [Original in German]	
Technical building equipment operation	1164.00	Combination of all technical, manual and administrative measures that lead to the optimal operation of the technical infrastructure building equipment in accordance with standards / service level agreement(s).	Provision; operation (monitoring, measuring / adjusting / regulating / parameterising, refilling consumables, replacing wearing parts, taking readings, tracking malfunctions); approval; utilisation (sale / disposal) of, and consulting on, technical building equipment (e.g. Clean-rooms, systems for helpdesk, waste water, water, gas, heating, air-conditioning, heavy current, communications, information technology, conveying systems like elevators, escalator, lifting platforms; user-specific systems like kitchen, medical or laboratory systems, building automation, automated doors, flue gas flaps, gas purge flaps)	Improvements to supply infrastructure before main meter and internal distribution		Referring to SNV SN EN 15221-4:2011 (E) p. 28; Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; IFMA Schweiz (2007) Prozess- / Leistungsmodell im Facility Management (ProLeMo) p. 73 [Original in German]; SN EN 13306:2010 (D) p. 6 [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Technical building equipment preventative maintenance	1165.00	Combination of all technical, manual and administrative measures during the lifecycle of the technical building equipment, which serves to maintain or restore working condition so that it can fulfil the required function- Measures, for the preservation or recovery of the technical infrastructure	Inspection; maintenance / service; financially non-activatable maintenance / repair of technical building equipment Maintenance/Service, inspections, repairs at technical building equipment (compare 1164) and financially not activatable repair maintenances	Financially activatable repair maintenances (exchange of defective components), modernizations and renovations (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 28; Hubbuch (2016); Normierung und Begriffe im Facility Management P. 111 [Original in German]; SN EN 13306:2010 (D) P. 5 [Original in German]	
Supply and disposal of energy and water	1170.00	Supply of media / energy (carriers) and water supply and disposal Supply and disposal of energy and water, as well as treatment and disposal of recyclable materials	Energy supply & water supply / disposal planning; management of energy supply & water supply / disposal assignments; fluid supply; water supply and disposal; billing and quality management of energy supply & water supply / disposal services All Services with respect to provision and production of energy and water, and the treatment and disposal of recyclable materials, as well as operation of corresponding infrastructure	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 29	
Energy supply & water supply / disposal service planning	1170.01	Setting objectives and defining success factors, and preparing for the realisation of services in the area of energy supply & water supply / disposal				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Management of assignments for energy supply & water supply / disposal services	1170.02	Organization and coordination of energy supply & water supply / wastewater disposal assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Billing for energy supply & water supply / disposal services	1170.10	Billing and internal or external invoicing of services rendered in the area of energy supply & water supply / wastewater disposal	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management energy & water supply / disposal services	1170.20	Implementation of the quality management strategy in the area of energy & water supply / disposal	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of energy & water supply / disposal services	1170.21	Monitoring the results, structures and processes in the area of operation & maintenance and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality assurance / need for adjustments to energy & water supply / disposal services	1170.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of energy & water supply / disposal				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Supply and disposal of utilities-Energy sources	1171.00	Provision of energy sources (electricity, petroleum products, natural gas, coal, district-heating, wood energy, other renewable energies); water and gases as well as wastewater treatment and disposal	All energy sources for heat, cooling and power generation incl. energy storage and own photovoltaic system, CO2 for kitchens, (medicinal) gas provision, compressed air. Refer also to specific sub-products	Preventative maintenance and operation of associated infrastructure (see 1160), disposal of recyclable material (see 1173), procurement (see 2550 et seq.); medical gases (see 2551.11)		Referring to SNV SN EN 15221-4:2011 (E) p. 29	
Provision of heating	1171.10	Provision of space heating (for static heating and ventilation), hot water, process heat (for industrial working processes, kitchen and sterilization), steam (for sterilization, kitchen, humidification), heat recovery (incl. heat generation and distribution, and if necessary, heat storage, circulation hygiene measures, controlling)	Energy for the provision of space heating, hot water, process heat like fuels, district heating, waste heat, environmental heat, electrical energy	Preventative maintenance and financially not activatable improvements of associated infrastructure (see 1160 et seq.), auxiliary energy (electricity) for recirculation, controlling, also heating pads, warming blankets, heating chambers (see 1171.30), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)			

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Provision of cooling	1171.20	Provision of cooling (for indoor climate control and cooling of special rooms, server rooms) and industrial cooling (for kitchen, restaurant and keeping of drugs) (incl. cold generation and distribution, and if necessary, cooling storage incl. recoling, controlling)	Energy for the provision of cooling and industrial cooling like electrical energy, district heating, environment warmth/free-cooling	Preventative maintenance and financially not activatable improvements of associated infrastructure (see 1160 et seq.), electricity for refrigerators (see 1171.30), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)			
Provision of electricity	1171.30	Provision of electrical energy for lighting (internal and external lighting), auxiliary energy heating, ventilation, ICT (for entertainment devices, information and communication devices, servers etc.), permanently installed devices, pluggable devices, as well as other energy consumers (elevators, electrical drives, processes etc.)	Interior and exterior lighting, emergency electricity provision, entertainment electronics, clean room air processing	Preventative maintenance and financially not activatable improvements of associated infrastructure (see 1160 et seq.), electricity for heat and cold generation (see 1171.10, 1171.20), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)			
Supply and disposal of water	1172.00	Water provision; wastewater treatment and disposal	Cold water; drinking water; possibly rainwater or grey water; water treatment / osmosis for laboratory, cleaning etc.	Energy for the provision of hot water (see 1171.10)		Referring to SNV SN EN 15221-4:2011 (E) p. 29	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Waste water treatment & disposal	1172.10	Treatment and disposal of wastewater	Dirty water, rain water, wastewater treatment, e.g. grease separator, coalescence separators, decay plant	Preventative maintenance, operation and financially not activatable improvements of the associated infrastructure (see 1160 et seq.), financially activatable improvements of associated infrastructure (-> Project), procurement (see 2550 et seq.)	Consider when executing:-Water Conservation Act; Regulations on Water Protection	Referring to SNV Referring to SNV SN EN 15221-1:2011 (D) p. 28	
Disposal and recycling	1173.00	Disposal and recycling of solid and liquid recyclable material / disposals	Waste disposal & recycling planning; management of disposal & recycling assignments; disposal incl. the collection of filled collection containers and exchange with empty collection containers, labeling, temporary storage at central collection point, sorting and disposal of recycling within the scope of legal provisions. Accounting and quality management of waste disposal and recycling planning services Refer also to specific sub-products	Presorting of waste at the source by employees who are otherwise not dealing with recyclable material / waste, waste water disposal (see 1172.10); Special waste to be treated in the sense of reprocessing medical devices (see 1390.90 et seq.); Refer to specific sub-services	Environmental Protection Act, Regulation on the Return, Take-Back and Disposal Electrical and Electronic equipment, Water Conservation Act, Technical Ordinance on Waste, Regulation on Handling Waste, Ordinance concerning hazardous goods forwarders for the transportation of hazardous goods by road, rail or inland waterways, it is applicable for all hazardous waste beyond certain limits (usually >333kg per drive and hazardous waste; hospital sender accepts liability for the disposals	Referring to SNV SN EN 15221-4:2011 (E) p. 29; Federal Act on the Protection of Waters 814.20 (1991/2017); DIN 32736 (2000) Building Management p. 6; Technische Verordnung über Abfälle (TVA) 814.600 (1990/2011) [Original in German]; Verordnung über den Verkehr mit Abfällen 814.610 (2005/ 2018) [Original in German]; Verordnung über Gefahrgutbeauftragte für die Beförderung gefährlicher Güter auf Strasse, Schiene und Gewässern 741.622 (2001/2016) [Original in German]; Verordnung über die Rückgabe, die Rücknahme und die Entsorgung elektrischer und elektronischer Geräte 814.620. (1998/2005) [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Disposal & recycling service planning	1173.01	Setting objectives and defining success factors, and making preparations for performing services in the area of waste management & recycling				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of waste management & recycling assignments	1173.02	Organization and coordination of waste disposal and recycling assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of assignment execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Disposal of non-sector-specific recyclables	1173.10	Proper disposal of non sector-specific recyclables	Recyclable materials; green waste; electrical waste; industrial waste; sensitive documents Refer to specific sub-products	Disposal of hospital-specific waste (see 1173.20), waste water treatment and disposal (see 1172.10); Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 28	
Disposal of recyclable materials	1173.11	Proper disposal of recyclable material	Paper, cardboard, newspapers, tins, aluminum, used metal, glass, plastic, PET, polystyrene (styrofoam), batteries, fluorescent lamps, light bulbs, edible oil, toner, magnetic data carriers, typewriter ribbon fabric, electronic waste, labeling		Regulation on the Return, Take-Back and Disposal Electrical and Electronical equipment; for large units fluorescent lamps are known as hazardous waste. Data protection shall be taken into account	Referring to CUSSTR (2005) Waste Disposal [Original in German] p. 8; <i>Verordnung über die Rückgabe, die Rücknahme und die Entsorgung elektrischer und elektronischer Geräte 814.620. (1998/2005) [Original in German]</i>	
Disposal of electric waste	1173.13	Proper disposal of electrical and electronic equipment in line with legal requirements	Cables, meters, switches, motors, electronic operation devices of maintenance electronics, office, information and communication technology, household devices, lamps, illuminants, tools sport and leisure equipment like toys; labeling	Lightbulbs (see 1173.11)	Regulation on the Return, Take-Back and Disposal Electrical and Electronical equipment	Referring to CUSSTR (2005) Waste Disposal [Original in German] p. 9; <i>Verordnung über die Rückgabe, die Rücknahme und die Entsorgung elektrischer und elektronischer Geräte 814.620. (1998/2005) [Original in German]</i>	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Disposal of industrial waste	1173.14	Proper disposal of industrial waste	Insulation material, construction or demolition wood, toxic wood, industrial oil, sprays, conductors with radioactive source, pesticides, concrete, bricks, rubbers, tires, gypsum, gravel, tar/asphalt, waste water sludge, plastic; labeling		Regulation on Handling Waste	Referring to CUSSTR (2005) Waste Disposal [Original in German] p. 9; Verordnung über den Verkehr mit Abfällen 814.610 (2005/2018) [Original in German]	
Disposal of data-sensitive documents & data carriers	1173.15	Proper disposal of data-sensitive documents	Physical staff and medical files incl. data carrier / paper; labeling	Electronic files, sensitive data not archivable			
Disposal of hospital specific waste	1173.20	Proper disposal of hospital specific recyclable material / waste	Unproblematic medical wastes; wet waste; body parts; organs; tissue; blood; excrement; secretions with contamination risk; waste with risk of injury / sharps; used drugs; cytostatic wastes; infectious waste; chemical waste; radioactive waste Refer to specific sub-products	Refer to specific sub-services			
Disposal of waste with blood, excretions & secretions with contamination risks	1173.24	Proper disposal of waste with blood, excretions and secretions with contamination risk	Unemptied or non-emptyable urine and blood transfusion bags, blood preparations, blood samples, abscess drainages, dialysis filters, heavily blood-soaked dressings; appropriate tear-resistant and liquid-tight packaging); controlled temporary storage, from central storage in a cool area; labeling		Consider when executing: Regulation on Handling Waste, Regulation on the Transport of Dangerous Goods on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 (B1.2)	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Disposal of waste with danger of Injury / sharps	1173.25	Proper disposal of waste posing an injury risk	Cannula and needles of all kinds, ampoules, scalpel blades, glass tubes and content, object glass carriers, puncture-proof containers, controlled temporary storage; labeling		Consider when executing: Regulation on Handling Waste (even waste was inactivated), Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 (B2)	
Disposal of expired drugs	1173.26	Proper disposal of expired drugs	Drug products, only available by prescription (e.g. in pharmacies, practices, pharma industry); appropriate containers; controlled temporary storage; labeling	Anesthetics (see 2443.23, 2443.26)	Consider when executing: Regulation on Handling Waste (even waste was inactivated), Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 (B3)	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Disposal of cytostatics waste	1173.27	Proper disposal of cytostatics waste	Drugs with cytostatic substances, out-of-date cytostatics and material with heavily contaminated cytostatics (application, production, preparation); appropriate containers (compact, liquid-tight); controlled and locked temporary storage; labeling		Consider when executing: Regulation on Handling Waste (even waste was inactivated), Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 (B4)	
Disposal of infectious waste	1173.28	Proper disposal of infectious waste	Large quantities of waste containing material or any substances which carry the danger of disseminating infectious agents, contaminated waste; UN-tested containers; controlled temporary storage, from central storage locked in a cool area; labeling		Consider when executing: Regulation on Handling Waste (even waste was inactivated), Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to Federal Office for the Environment, Forests and Landscape BUWAL (2004) Management of medical waste [Original in German] p. 72 ©	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Disposal of chemical waste	1173.29	Proper disposal of chemical waste	Chemically contaminated and non-contaminated disposals; labeling		Chemicals regulation, Regulation on Handling Waste (even waste was inactivated), Regulation for the transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road	Referring to CUSSTR Commission universitaire pour la santé et la sécurité au travail romande (2005) Waste Disposal [Original in German] pp. 7-8; Verordnung über den Schutz vor gefährlichen Stoffen und Zubereitungen 813.11 (2015/2018) [Original in German]	
Disposal of radioactive waste	1173.30	Proper separation, collection and delivery of radioactive waste in line with legal requirements	Waste with artificial radioelements, closed sources and devices with closed sources, waste with natural radioelements, waste with nuclear material, inner packaging: containers like polyethylene bags or boxes, in which radioactive disposals subject to mandatory surrender are stored; packaging: containers, in which inner packing with radioactive waste subject to mandatory surrender are stored; untreated waste: unconditioned disposal as it is delivered to Paul-Scherrer Institut (PSI); labeling		Radiation protection Act, Radiation Protection Regulation, Regulation on fees in connection with Radiation Protection, BAG-Instruction of Radiation Protection: nuclear substances	Referring to CUSSTR (2005) Abfallentsorgungp. 8; Radiological Protection Act 814.50 (1991/2017); SR 814.557 Regulation of the treatment of radioactive waste subject to mandatory surrender (2002) [Original in German] p. 8 and SR-741.622-Regulations pertaining to persons responsible for dealing with dangerous goods (2001) [Original in German]; Verordnung über die Gebühren im Strahlenschutz 814.56 (2017/2018) [Original in German]	
Billing for waste disposal & recycling services	1173.40	Accounting and internal or external invoicing of services rendered in the area of waste disposal & recycling services	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality management of disposal & recycling services	1173.50	Implementation of the quality management strategy in the area of disposal & recycling	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of disposal & recycling services	1173.51	Monitoring the results, structures and processes in the area of disposal & recycling and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality assurance / need for adjustments to disposal & recycling services	1173.52	Integrating findings from quality testing in the form of target or method adjustments and/ or extending the learning improvement cycle in the area of disposal & recycling				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Operation & maintenance of immovable non-medical property, plant and equipment	1190.00	Operation and maintenance of immovable non-medical property, plant and equipment	Buildings; building construction; technical building equipment	Refer to specific sub-services			
Operation & maintenance of immovable medical property, plant and equipment	1191.00	Operation and maintenance of immovable medical property, plant and equipment	Medical-technical non-mobile operating equipment				

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Operation of medical-technical non-mobile operating equipment	1191.10	Combination of all technical, artisanal and administrative measures that lead to optimal operation of the medical-technical equipment in accordance with the standards / service level agreement(s)	Provision; operation (monitoring, measuring / setting / regulation / parameterisation, refilling consumables, replacing wearing parts, taking readings, tracing faults); acceptance; utilisation (sale / disposal) of, and consulting on medical-technical operating equipment, e.g. medical or laboratory systems			Referring to Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; IFMA Schweiz (2007) Prozess- / Leistungsmodell im Facility Management (ProLeMo) p. 73 [Original in German]; SN EN 13306:2010 (D) p. 6 [Original in German]	
Maintenance of medical-technical non-mobile operating equipment	1191.11	Combination of all technical, artisanal and administrative measures during the lifecycle of the medical-technical operating equipment, which serves to maintain or restore it to working conditional so that it can fulfil the required function	Inspection; maintenance / service; financially non-activatable repairs/repairs of medical-technical operating equipment, e.g. medical or laboratory equipment			Referring to Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; SN EN 13306:2010 (D) p. 5 [Original in German]	
Operation & maintenance of medical movables	1192.00	Operation and maintenance of medical movables	All medical-technical devices according to Medical devices ordinance such as ECG, respirators, MRI, patient beds	Refer to specific sub-services	Noise protection; radiation protection; safety of medical electrical equipment;	Referring to BAG (n.d.) Wegleitungen für Röntgenanlagen und radioaktive Stoffe [Original in German]; DIN EN 60601-1 [Original in German]; DIN EN 62353 [Original in German]; Noise Abatement Ordinance 814.41 (1986/2018); Medical Devices Ordinance 812.213 (2001/2017); Radiological Protection Act 814.50. (1991/2017); Radiological Protection Ordinance 814.501 (2017/2018); Verordnung des EDI über den Strahlenschutz bei medizinischen Röntgensystemen 814.542.1 (2017/2018) [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Operation & maintenance of medical movables	1192.10	Combination of all technical, manual and administrative measures that lead to optimal operation of the medical movables in accordance with standards / service level agreement(s)	Provision; operation (monitoring, measuring / setting / regulation / parameterisation, refilling consumables, replacing wearing parts, taking readings, tracing faults); acceptance; recycling (sale / disposal) of, and consulting on movables and equipment used in the medical area			Referring to Hubbuch (2016) Normierung und Begriffe im Facility Management, p. 111 [Original in German]; IFMA Schweiz (2007) Prozess- / Leistungsmodell im Facility Management (ProLeMo) p. 73 [Original in German]; SN EN 13306:2010 (D) p. 6 [Original in German]; SR 812.213 Medical Devices Ordinance (2001/2017)	
Maintenance of non-medical medical movables	1193.00	Combination of all technical, artisanal and administrative measures during the lifecycle of non-medical mobile property, plant and equipment, serving to maintain or restore it to working condition condition so that it can fulfil the required function	Furniture; interior greening; works of art; signage; room decorations	Refer to specific sub-services	Noise protection	Referring to Noise Abatement Ordinance 814.41 (1986/2018)	
Operation & maintenance outdoors	1200.00	Operation and maintenance of land, sites, lots, additional areas and parking spaces	Land; sites; lots, additional areas at the location; parking Refer to specific sub-products	Refer to specific sub-services products	For definitions of external surfaces, see GEFMA 812, SIAd0165, SIA416	Referring to SN EN 15221-4:2011 (E) p. 29-30; GEFMA (2011-03) Guideline GEFMA 812 Structure for FM costs in health care; SIA D 0165:2000 Key figures in real estate management; SIA 416:2003 Areas and volumes of buildings	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Operating & preventative maintenance of land, site and lot	1210.00	Management, configuration and preventative maintenance of one or several lots of land on which one or several buildings can be located, as well as adjacent buildings and storage facilities, roads, green areas and underground infrastructure	Management, configuration and preventative maintenance (servicing, inspection) / financially not activatable repair maintenances of the outdoor facility and the outdoor premises, which mainly includes exterior works, landscaping and gardening services, planning, planting and care of trees, flowers, grasses, as well as preventative maintenance of outside areas, fountains, curbs, pathways and pavements, drainage devices and fencing; autumn service and winter road clearance; (therapy) animal enclosure	Property administration (see 1140), waste disposal (see 1173), financially activatable repair maintenances, renovations, modernizations, safety/security (see 2100)	Animal welfare	Referring to SNV SN EN 15221-4:2011 (E) p. 30; Animal Welfare Ordinance 455.1 (2008/2018) .	
Cleaning & disinfection	1300.00	Cleaning and disinfection of surfaces	Routine cleaning; intermediate cleaning; basic cleaning; special cleaning		In kitchens, additional regulations concerning food hygiene have to be considered	Referring to SN EN 15221-1:2011 (E) p. 32	
Cleaning & disinfection services planning	1300.01	Setting objectives and defining success factors and making preparations for performing services in the area of cleaning & disinfection				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of cleaning & disinfection service assignments	1300.02	Organization and coordination of cleaning & disinfection assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Accounting of cleaning & disinfection services	1300.10	Accounting and internal or external billing of services rendered in the area of cleaning & disinfection	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality management of cleaning & disinfection services	1300.20	Implementation of the quality management strategy in the area of cleaning & disinfection	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of cleaning & disinfection services	1300.21	Monitoring the results, structures and processes in the area of cleaning & disinfection and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality assurance / need for adjustments to cleaning & disinfection services	1300.22	Integrating findings from quality testing in the form of target or method adjustments and/ or extending the learning improvement cycle in the area of cleaning & disinfection				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Hygiene, Safety & Security	1300.90	Hygiene, Safety and Security	Cleaning & disinfection, preparation of medical products; safety; security	Refer to specific sub-services		Referring to SN EN 15221-4:2011 (D) S. 35; Gerber (2016) LemoS 3.0 – Leistungszuordnungsmodell für nicht-medizinische Supportleistungen in Spitälern angepasst an neue Erkenntnisse [Originals in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Routine cleaning	1310.00	Removal at regular intervals of continuously occurring dirt and waste as well as ongoing maintenance of floor coverings and other surfaces	Controlling / visual cleaning; routine cleaning of surfaces both close to and distant from patients			Referring to SN EN 15221-1:2011 (E) p. 31; fmpro et al. (n.d.) Terminologie der Reinigung p. 3 [Original in German]	
Routine cleaning of surfaces close to patients	1310.10	Extensive or punctual routine cleaning of surfaces close to patients, with or without intended killing / inactivating of microorganisms (disinfection)	Cleaning of isolation rooms on wards			Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]	
Routine cleaning of surfaces distant from patients	1310.20	Extensive or punctual routine cleaning surfaces distant from patients, with or without intended killing / inactivating microorganisms (disinfection)				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]	
Special cleaning	1320.00	Object specific issued (special) cleaning orders based on special incidents or on demand or upon request of special skills Cleaning of special surfaces or equipment; specially contracted cleaning	Special non-disinfectant cleaning; special disinfection measures; bed cleaning, windows & facade cleaning; cleaning & disinfection of high risk areas Facade cleaning	Cleaning defined according to 1390 ff.	Refer to SN EN: hospital specific „General description“, Service and hospital specific definition of „Included“ and „Not included“	Referring to SN EN 15221-1:2011 (E) p. 31; fmpro (n.d.) Terminologie der Reinigung S. 3 [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Special non-disinfectant cleaning	1320.10	Object specific (special) non-disinfectant cleaning orders				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]	
Special disinfection measures	1320.20	Disinfection due to special incidents	Extensive or punctual disinfection or disinfecting cleaning of surfaces as well as surfaces with hand contact (switches, door and cabinet handles, handrails) upon outbreaks or other special incidents / decontamination			Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]	
Bed cleaning	1320.30	Decentral cleaning and disinfection of beds		Central treatment / sterilisation of beds as a medical product (see 1390.91)			
Cleaning of windows & facades	1320.40	Cleaning of windows and facades					
Cleaning & disinfection of high risk areas	1320.50	Cleaning and disinfection of surfaces and equipment in procedure room and intensive care unit	Intermediate and end cleaning of surgery room	Cleaning of isolation rooms on wards		Referring to fmpo et al. Terminologie der Reinigung S. 4 [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Intermediate cleaning (periodic value maintaining cleaning)	1330.00	More intensive, exceeding the cleaning, often irregularly executed cleaning and maintenance work	Intermediate cleaning of surfaces both close to and distant from patient und patients			Referring to fmpro et al. Terminologie der Reinigung (n.d.) S. 2 - 3 [Original in German]	
Intermediate cleaning of surfaces close to patients	1330.10	Extensive or punctual intermediate cleaning of surfaces close to patients, with or without intended killing / inactivating of microorganisms (disinfection)				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]	
Intermediate cleaning of surfaces distant from patients	1330.20	Extensive or punctual intermediate cleaning of surfaces distant from patients, with or without intended killing / inactivating of microorganisms (disinfection)				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]	
Basic cleaning	1340.00	Intensive cleaning with the aim of thoroughly removing worn protective coatings and all dirt residues as required, and applying new protective treatments.	Basic cleaning of surfaces, both close to and distant from patients			Referring to fmpro et al. (n.d.) Terminologie der Reinigung S. 3 [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Basic cleaning of surfaces close to patients	1340.10	Extensive or punctual basic cleaning of surfaces close to patients, with or without intended killing / inactivating of microorganisms (disinfection)				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von surfaces; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung	
Basic cleaning of surfaces distant from patients	1340.20	Extensive or punctual basic cleaning of surfaces distant from patients, with or without intended killing / inactivating of microorganisms (disinfection)				Referring to Kommission für Krankenhaushygiene und Infektionsprävention beim Robert Koch-Institut (2004) Anforderungen an die Hygiene bei der Reinigung und Desinfektion von Flächen [Original in German]; RAL-GZ 903 (2015) Gebäudereinigung im Gesundheitswesen - Gütesicherung [Original in German]	
Hygiene	1390.00	Services with respect to hygiene and cleanliness in order to prevent infectious diseases, and to keep the working environment tidy and assets in good condition	Refer to specific sub-products	Disposal and recycling (see 1173)		Referring to SNV-SN-EN-15221-4:2011 (E) p. 32	New system in the context of cleaning & disinfection
Cleaning of in-patient wards	1390.01	Intermediate cleaning, maintenance cleaning and basic cleaning of the inpatient wards	Consumable cleaning supplies and cleaning equipment management; patients' rooms, patient and ward bathrooms, ward kitchens, associated corridors, ward nurse stations, medical working rooms, recreation rooms, simply equipped examination and treatment rooms without special infrastructural requirements	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812-Classification structure for FM costs in healthcare (Original in German) Appendix B-p. B.1	New system in the context of cleaning & disinfection

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Cleaning of intensive care areas	1390.02	Intermediate cleaning, maintenance cleaning and basic cleaning of intensive care areas	Consumable cleaning supplies and cleaning equipment management; anesthesia and intensive care, Intermediate Care (IMC), burns units, isolation units (infectious, protection), equipment preparation and -servicing, sterile storage areas, associated general rooms and corridors like inpatient wards	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812- Classification structure for FM-costs in healthcare (Original in German) Appendix B p. B.1	New system in the context of cleaning & disinfection
Cleaning of operating theaters	1390.03	Intermediate cleaning, maintenance cleaning and basic cleaning of operating theaters	Consumable cleaning supplies and cleaning equipment management; anesthesia induction and emergence rooms, pre and post operational treatment rooms, devices preparation and servicing, if necessary wakeup room sterile storage/corridors, supply and disposal rooms, changing room in surgery and break rooms in surgery as well as airlocks and associated general rooms and corridors	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812- Classification structure for FM-costs in healthcare (Original in German) Appendix B p. B.1	New system in the context of cleaning & disinfection
Cleaning of the delivery room	1390.04	Intermediate cleaning, maintenance cleaning and basic cleaning of the delivery room	Consumable cleaning supplies and cleaning equipment management; intermediate cleaning and maintenance cleaning, basic cleaning, C-section with areas for office, waiting and social rooms, circulation areas and associated general rooms and corridors	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812- Classification structure for FM-costs in healthcare (Original in German) Appendix B p. B.1	New system in the context of cleaning & disinfection
Cleaning of therapeutic areas, admissions and emergency provision care	1390.05	Intermediate cleaning, maintenance cleaning and basic cleaning of therapeutic areas admission and emergency provision	Consumable cleaning supplies and cleaning equipment management; medical admission, function diagnostics, cardiological and endoscopic diagnostics / therapy, radiology magnetic resonance tomography (MRT), nuclear medical and radiation therapy rooms, rooms of the emergency recording, dermatology, hematology, pathology and dialysis rooms, day hospital rooms with office, waiting and sanitary rooms	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812- Classification structure for FM-costs in healthcare (Original in German) Appendix B p. B.1	New system in the context of cleaning & disinfection
Cleaning of baths and physical therapy	1390.06	Intermediate cleaning, maintenance cleaning and basic cleaning of bathrooms and physical therapy	Consumable cleaning supplies and cleaning equipment management; bathrooms and physical therapy	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812- Classification structure for FM-costs in healthcare (Original in German) Appendix B p. B.1	New system in the context of cleaning & disinfection

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Cleaning of office rooms and simple therapeutic rooms	1390.07	Intermediate cleaning, maintenance cleaning and basic cleaning of office rooms and simple therapeutic rooms	Cleaning consumables and cleaning equipment management; simple event rooms, doctor's offices, rooms for psychiatry and psychotherapy, ergotherapy; occupational therapy, emergency service, direction and management, service equipment, entrance / reception, non-medical patient care, institute ambulance, meeting / multiple use rooms, day-structuring measures, pastoral care and social services, children supervision, daycare	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812- Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1	New system in the context of cleaning & disinfection
Cleaning of non-medical rooms with high technical requirements	1390.08	Intermediate cleaning, maintenance cleaning and basic cleaning of non-medical rooms with high technical requirements	Consumable cleaning supplies and cleaning equipment management; event rooms with complex technical equipment, telephone switchboards and reception area with significant technical equipment, photo processing, dark rooms, electronic data processing, science, teaching, auditoriums, education and training, school for nursing and patient care	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812- Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1	New system in the context of cleaning & disinfection
Cleaning of general circulation areas	1390.09	Intermediate cleaning, maintenance cleaning and basic cleaning of general circulation areas	Consumable cleaning supplies and cleaning equipment management; communal corridors, staircases, elevators, entrance area, halls, visitor toilets, gates and reception area without significant technical equipment	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812- Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1	New system in the context of cleaning & disinfection
Cleaning of installations rooms and workshops	1390.10	Intermediate cleaning and maintenance cleaning and basic cleaning of installations rooms and workshops	Consumable cleaning supplies and cleaning equipment management; workshops, installations rooms, corridors, associated offices and general rooms	Repair maintenance of cleaning equipment (see 1430)		Referring to GEFMA (2011) 812- Classification structure for FM costs in healthcare (Original in German) Appendix B p. B.1	New system in the context of cleaning & disinfection

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Preparation of medical products	1390.90	Preparations (e.g. pretreatment, collecting, precleaning, disassembling, examination for cleanliness and intactness, upkeep and repair maintenance, functional testing (and where necessary marking, packaging and sterilization) and release of medical products	Hazardous waste; pre-cleaning; cleaning / disinfection; checking of cleanliness and functional test; packaging; sterilisation of medical products; planning and management of preparation of medical products assignments; sterilisation services; billing and quality management of the preparation of medical products Sterilization services	See subordinated services	Federal law on medicaments and medicinal products, Ordinance on Medicinal Products	Referring to Bundesgesetz über Arzneimittel und Medizinprodukte 812.21 (2000/2018); Cavin et al. (2016) Gute Praxis zur Aufbereitung von Medizinprodukten – Für Gesundheitseinrichtungen, die Medizinprodukte aufbereiten; Medizinprodukteverordnung 812.213 (2001/2017); Mittel- und Gegenständeliste 832.112.31 (2018); Robert Koch-Institute (2012) Hygiene requirements for the preparation of medical products and SR 832.112.31 Itemized list of all things covered by the social health insurances (MiGel) (2013) [Originals in German]	
Sterilization services	1390.91	Preparation of sterile medical products	Validation of sterilisation process; routine checks of sterilisation processes; approval of sterilisation batch; sterilisation file; central bed cleaning Pretreatment, disinfection cleaning, cleanliness check, functional testing, packaging, sterilization, validation and checking of the sterilization processes, storage and provision of reusable medical products	Decentral cleaning of beds (s. 1320.30)	Federal law on medicaments and medicinal products, Ordinance on Medicinal Products	Referring to Cavin et al. (2016) Gute Praxis zur Aufbereitung von Medizinprodukten – Für Gesundheitseinrichtungen, die Medizinprodukte aufbereiten S. 44 ff. [Original in German] Cavin et al. Swissmedic (2005) Good practice for preparation of sterile medical products p. 4	
Preparation of medical products service planning	1390.93	Setting objectives and defining success factors and making preparations for performing services in the area of preparation of medical products				Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle	
Management of preparation of medical products service assignments	1390.94	Organization and coordination of preparation of medical products	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Accounting of preparation of medical products services	1390.95	Accounting and internal or external billing of services rendered in the area of preparation of medical products	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle	
Quality management of preparation of medical products services	1390.96	Implementation of the quality management strategy in the area of preparation of medical products	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle	
Quality inspection of preparation of medical products services	1390.97	Monitoring the results, structures and processes in the area of preparation of medical products and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle	
Quality assurance / need for adjustments to preparation of medical products services	1390.98	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of preparation of medical products				Referring to The W. Edwards Deming Institute (kein Datum) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Provision of workplaces	1400.00	Ensure usable workplace and space for any place where work is, or is to be, performed by a worker, or a person conducting a business or undertaking	Implementation of workplace management measures; internal and external workplaces. Refer also to specific sub-products	ICT workplace provision (see 2360 et seq.); relocation management (see 2430)		Referring to SNV SN EN 15221-4:2011 (E) p. 33; Chand (n.d.) Workplace Re-Engineering in Hospital; Reijula & Ruohomäki (2018) Perception of hospital environment before and after relocation	
Occupier fit out & adaptations	1410.00	Financially not activatable modifications of a site (property or buildings) in order to fulfill business needs		Initial development activities in order to adapt the area to the requirements of the users (-> Project), financially activatable investments		Referring to SNV SN EN 15221-4:2011 (E) p. 33	
Space management & provision	1420.00	Optimization and planning of area within the site according to asset and portfolio strategy and performance measurement as a basis for improvements	Space management & provision planning; management of space management & provision assignments; premises provision & administration; property management; Internal rental management; property accounting & provision of workplaces; billing and quality management of space management & provision services	Internal rental management (see 1140.30), relocations (see 2430), asset and portfolio strategy (see 9600 et seq.); Refer also to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 33	
Space management & provision service planning	1420.01	Setting objectives and defining success factors, and making preparations for the performing of services in the area of land management & provision				Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Management of space management & provision service assignments	1420.02	Organization and coordination of space management & provision assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Billing for space management & provision services	1420.10	Billing and internal or external invoicing of services rendered in the area of space management & provision	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of space management & provision services	1420.20	Implementation of the quality management strategy in the area of space management & provision	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of space management & provision services	1420.21	Monitoring the results, structures and processes in the area of space management & provision and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality assurance / need for adjustments to space management & provision services	1420.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of space management & provision				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Maintenance of furniture upkeep	1430.00	Combination of all technical, artisanal and administrative measures throughout the lifecycle of the furniture, which serves to maintain or restoring it to a functional state so that it can fulfil the required purpose Provision of, preventative maintenance and care of non-medical movables, used for the non-medical area	Provision for relocation management; maintenance and care of non-medical mobile assets used for non-medical purposes; non-medical operation equipment and devices Refer also to specific sub-products	Operation and preventative maintenance of technical building equipment (see 1164, 1165), safety installations (see 2120), ICT (see 2300), vehicle fleet management (see 2441)	Consider when executing: Noise Protection Regulation	Referring to SNV SN EN 15221-4:2011 (E) p. 34; SN EN 13306:2010 (D) p. 5 [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Maintenance of plants & flowers upkeep	1431.00	Combination of all technical, artisanal and administrative measures during the lifecycle of the interior justification, which serves to maintain or restore it to a functional state so that it can fulfil the required purpose Provi- sion of reventative- maintenance and- upkeep of indoor plants and floral arrangements	Care of houseplants and flower arrangements; re- placement of old plants and flower arrangements	Plants in outdoor areas (see 1210)		Referring to SN EN 15221-4:2011 (E) p. 33; SN EN 13306:2010 (D) p. 5 [Original in German]	
Maintenance of works of art upkeep	1440.00	A combination of all technical, artisanal and administrative measures throughout the lifecycle of the works of art, which serves to maintain or re- store them to their functional condition so that they can fulfil the required purpose Provi- sion of preventative- maintenance and- upkeep of pain- tings, sculptures or- similar	Care of paintings, sculptures, etc.	General interior decoration and decoration compo- sitions (see 1449.20), procurement (see 2550)		Referring to SN EN 15221-4:2011 (D) p. 33; SN EN 13306:2010 (D) p. 5 [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Maintenance of signage upkeep	1449.10	Combination of all technical, artisanal and administrative measures during the lifecycle of the signage, which serves to maintain or restore it to its functional state so that it can fulfil the required purpose Provision, maintenance, care of signalling material	All labeling and signage for special orientation; care of signage material and updating of guidelines			Referring to SN EN 13306:2010 (D) p. 5 [Original in German]	
Maintenance of decoration upkeep	1449.20	Combination of all technical, artisanal and administrative measures throughout the lifecycle of the interior decoration, which serves to maintain or restore its functional state so that it can fulfil the required purpose Provision of, preventative maintenance and upkeep of interior decoration and decorations	Care of room decorations	Indoor plants and floral arrangements (see 1431)		Referring to SN EN 13306:2010 (D) p. 5 [Original in German]	
Primary specific activities	1900.00						No result-oriented performance
Primary process related utilities	1910.00						This service is covered under 1170 et seq. in LekaS
External work places off-site facilities)	1920.00						No result-oriented performance

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Branch specific (e.g. health-care business-related)	1990.00						No result-oriented performance
Non-medical support services	1990.01	Services in the non-medical support area	Logistics; Infrastructure; Hygiene, Safety & Security; Hotel services	Refer to specific sub-services			
Operation and Preventative maintenance of medical movables	1990.10	Combination of all technical, artisanal and administrative measures during the lifecycle of the medical movables, which serves to maintain or restore their functional condition so that they can fulfill the required purpose Provision of, operation and preventative maintenance of movables and installations used in the medical area	Inspection, maintenance; financially not activatable repair maintenances on all medical-technical devices according to the Ordinance on Medical Devices, such as ECG, artificial respiration, MRI, patient beds	Non-medical movables (see 1430 et seq.)	Consider when executing: Noise Protection Regulation, Radiation Protection Act, Radiation Protection Ordinance, DIN EN 60601-1 Medical electrical equipment – Part 1: General requirements for basic safety and essential performance, Radiation Protection Regulation of medical x-ray generators, BAG R-Instruction of Radiation Protection: X-ray equipment, DIN EN 62353 Medical Electrical Equipment – recurrent test and test after repair maintenance of medical electrical equipment, Regulation on fees in connection with Radiation Protection	Referring to Hubbuch (2016) Normierung und Begriffe im Facility Management p. 111 [Original in German]; SN EN 13306:2010 (D) p. 5 [Original in German]; SR 812.213 Ordinance on Medicinal Products (2010) [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
People and organization	2000.00	Services for the service-handling of all services or products with respect to People and Organization	Tactical and operational management, internal management, all services in connection with people and Organization	Financially activatable investments		Referring to SNV SN EN 15221-4:2011 (E) p. 2+	No result-oriented performance
HSSE (Health, Safety, Security and Environment)	2100.00	Protection from external dangers and/or internal risks, and protecting assets and health and the well-being of the people and providing a safe and sustainable environment. Implementing legal and Organizational obligations, legal compliance	Refer to specific sub-products	Refer to specific sub-products		Referring to SNV SN EN 15221-4:2011 (E) p. 36	Integrated in Hygiene, Safety & Security
Ensuring of health & safety	2110.00	Ensuring health and safety of people at work	Safety planning; management of safety assignments; occupational safety; occupational medical services; billing and quality management of safety services	Security / Security services (see 2120)		Referring to SNV SN EN 15221-4:2011 (E) p. 36	
Safety performance planning	2110.01	Setting objectives and defining success factors, and making preparations for the performance of services in the area of safety				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of safety assignments	2110.02	Organization and coordination of safety assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Allocation of safety benefits	2110.10	Billing and internal or external invoicing of services rendered in the area of safety	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of safety services	2110.20	Implementation of the quality management strategy in the area of safety	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of safety services	2110.21	Monitoring the results, structures and processes in the area of safety and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality assurance / need for adjustments to safety services	2110.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of safety				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Ensuring workplace safety and health protection with respect to work places & installations	2111.20	Ensuring workplace safety and health protection with respect to the work place and installations	Prevention of blinding/reflection in working places with screens, reduction of eye strains connected to use of photocopiers/laser printers, consideration of ergonomic aspects, securing of furniture and electrical items with voltage, optimization of indoor climate (ventilation, air conditioning, heating, humidity, draught)		Instruction of Regulation 3 and 4 to the Labour Law, SECO	Referring to Swiss Federal Coordination Commission for Health and Safety EKAS (2012) EKAS Guidelines to safety at work [Original in German] pp. 9-10; SECO (2018) Guidance on ordinances 3 and 4 of the Labour Code	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Ensuring workplace safety & health protection through people, behaviour & workload	2111.30	Ensuring workplace safety and health protection through people, behaviour and workload	Minimiation of constant sitting activities, disruptive factors, noise, odours and smoke, aggressivity with customers/patients contacts, isolation of all working people; ensuring safety of climbing aids, correct conduct when lifting and carrying loads		Regulation about Accident Prevention 832.30 3. Section: Labour Organization	Referring to Swiss Federal Coordination Commission for Health and Safety EKAS (2012) EKAS Guidelines to safety at work [Original in German] pp. 11; Regulation on the prevention of accidents and occupational diseases 832.30 (1983/2018) [Original in German]	
Ensuring workplace safety and health protection through work organization and special protection	2111.40	Ensuring workplace safety and health protection through work organization and special protection	Ensuring observance of working times, breaks, resting time by means of appropriate shift systems, special maternity protection regulations and for adolescents or apprentices; reduction of stress and optimization of the work organization, protection against mobbing and sexual harassment; correct dealings with employee supervision		Labour law	Referring to Ordinance on the Prevention of Accidents and Occupational Diseases 832.30 (1983/2018) Swiss Federal Coordination Commission for Health and Safety; EKAS (2012) EKAS Guidelines to safety at work [Original in German] pp. 12-13; Regulation on the prevention of accidents and occupational diseases 832.30 (1983/2018) [Original in German]	
Security	2120.00	Security services; protection of people and assets, setting up and maintaining security	Security planning; management of security assignments; personal protection; fire protection; Information protection; accounting and quality management of security services Refer to specific sub-products	Safety / health protection and workplace safety (see 2110 et seq.)	Consider when executing: Fire Protection Standard, VKF	Referring to SNV SN EN 15221-4:2011 (E) p. 37	
Security service planning	2120.01	Setting objectives and defining success factors, and making preparations for performing services in the area of security				Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	
Management of security service assignments	2120.02	Organization and coordination of security assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Settlement of security services	2120.10	Accounting and internal or external invoicing of services rendered in the area of security	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of security services	2120.20	Implementation of the quality management strategy in the area of security	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of security services	2120.21	Monitoring the results, structures and processes in the area of security and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality assurance / need for adjustments to security services	2120.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of security				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Fire protection	2122.10	Refer to specific sub-services products	Structural, technical, general, defensive and operational fire protection and object protection Refer to specific sub-services		Fire protection regulations; cantonal laws and guidelines	Referring to VKF (2015) Fire protection regulations 2015	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Construc-tional & and technical fire protection	2122.11	Precautionary mea-sures for the pro-tection of people, animals and objects from the dangers and effects of fires and explosions	Operation of technical fire protection: fire extin-guishers, fire alarm and gas detectors, sprinkler systems, smoke extraction and heat extraction systems, lightning protection system, safety lighting and emergency electricity provision, fire service ele-vators, explosion protection provision, integral tests	Preventative maintenance (see 1165)	Consider when executing: Can-tonal laws and guidelines	Referring to Swiss Canton Fire Insurance Companies (2003) Fire protection standard 1-03dpp- 9--15	
General, preventative & and ope-rational fire protection	2122.12	Organizational and human measures for securing of fire safety	General fire protection: due diligence obligations, maintenance obligation, obligatory supervision and reporting duty; Preventative fire protection: unhampered access for the fire brigade, alerting and deployment concept, Organization of in-house fire services, intervention group (substitute internal company fire service), operational fire protec-tion: safety officer, fire protection and fire brigade shift plans, safety/security on construction sites, monitoring of decorations, instructions (fire fighting courses)		Consider when executing: Can-tonal laws and guidelines	Referring to Swiss Canton Fire Insurance Companies (2003) Fire protection standard 1-03d [Original in German] pp.16--18	
Information protection	2122.30	Refer to specific sub-services pro-ducts	Contractual obligations and organizational measu-res in information protection; technical information protection Refer to specific sub-services		Cantonal laws and guidelines		
Contractual obligati-ons and & organizational measures for information protection	2122.31	Measures for pro-tection of error and negligence of own employees and external, unautho-rized information, theft of information, manipulation for the purpose of personal enrichment	Employment contracts, secrecy agreements, poli-cies, trainings, Development of data sheets		Consider when executing: Can-tonal laws and guidelines	Referring to Hartmann, M. and Bitz, G. (2008) Enterprise Secu-rity – Information protection in companies [Original in German] pp. 125-126	
Technical informa-tion protection measures	2122.32	Measures for pro-tection of malware (viruses, worms, trojans etc.) and hacking (vandalism, probing, misuse etc.)	Network access control, antivirus software, fire-walls, intrusion detection systems, intrusion pre-vention systems, identity and access management systems, etc.		Consider when executing: Can-tonal laws and guidelines	Referring to Hartmann, M. and Bitz, G. (2008) Enterprise Secu-rity – Information protection in companies [Original in German] pp.125-126	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Environmental protection activities	2130.00	All activities and services in the area of non-medical support services directed towards the implementation and monitoring of environmental guidelines, as well as the implementation of legal obligations and improvements with respect to the environment	Proof of compliance with laws		Consider when executing: Water Conservation Act; Regulation on Water Protection; Environmental Protection Act, Regulation on the Return (see 1173 et seq.) Take-Back and Disposal Electrical and Electronic equipment, Technical Ordinance on Waste, Regulation on Handling Waste, Ordinance concerning hazardous goods forwarders for the carriage of hazardous goods by road, rail or inland waterways	Referring to SNV SN EN 15221-4:2011 (E) p. 38; Federal Act on the Protection of Water Bodies 814.20 (1991/2017); Federal Act on the Protection of the Environment 814.01 (1983/2018)	
Hotel Business (Hospitality)	2200.00	Hospitality, offering and providing additional hotel services Providing a hospitable working environment making people feel welcome and comfortable	Hotel services planning; management of hotel service assignments; reception/contact services; cloakroom; event management; own operation kiosks/shops; child care; non-medical patient care; non-medical media library / archiving; billing and quality management of hotel services Refer to specific sub-products	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 38; Gerber (2016) LemoS 3.0 - Service allocation model for non-medical support services in hospitals adapted to new findings	
Hotel services	2200.01	Catering, accommodation and hospitality services	Catering; textile supply; accommodation management & operation of properties; various hotel services			Referring to Gerber (2016) LemoS 3.0 - performance assignment model for non-medical support services in hospitals adapted to new findings	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Hotel services planning	2200.01	Setting objectives and defining success factors, and making preparations for performing services in the area of hotel services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of hotel service assignments	2200.02	Organization and coordination of assignments in the area of hotel services	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Billing for hotel services	2200.10	Billing and internal or external invoicing of services rendered in the area of hotel services	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of hotel services	2200.20	Implementation of the quality management strategy in the area of hotel services	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of hotel services	2200.21	Monitoring the results, structures and processes in the area of hotel services and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality assurance / need for adjustments to hotel services	2200.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of hotel services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Cloakroom operation & management	2209.00	Operating & managing cloakrooms		Safety equipment (see 2122)			
Catering & vending	2220.00	Processing and offering food Refer to specific sub-products	Catering planning; management of catering assignments; patient / resident catering; staff catering; guest catering; automatic catering services; external / event catering; billing and quality management of catering services Refer to specific sub-products	Refer to specific sub-services Operation and preventative maintenance of technical building equipment (see 1164, 1165)		Referring to SNV SN EN 15221-4:2011 (E) p. 38; Forschungsgruppe „Good Practice Gemeinschaftsgastronomie“ (2009) Schweiz. Qualitätsstandards für eine gesundheitsfördernde Gemeinschaftsgastronomie	
Catering service planning	2220.01	Setting objectives and defining success factors, and making preparations for performing services in the area of catering				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of catering assignments	2220.02	Organization and coordination of catering assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Planning of patient & resident catering services	2220.11						
Production of patient & resident catering	2220.12						

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Room service of patient & resident catering	2220.13						
Planning of staff catering	2220.21	Planning of staff catering					
Production of staff catering	2220.22	Production of staff catering					
Service of staff catering	2220.23	Service of staff with catering	Plating up of staff catering and collection of payment				
Planning of guest catering services	2220.31	Planning of the guest menus					
Production of guest catering	2220.32	Production of guest catering					
Guest catering service	2220.33	Service of guests with catering	Plating up of guest catering and collection of payment				
Restaurant table service	2220.34	Service in restaurant					
Dishwashing	2220.35	Cleaning the dishes	Collection of dirty crockery; cleaning of crockery; putting away clean crockery				
Storage of food	2220.36	Storing food	Partially or completely prepared dishes	Storage of edible raw material (see 2490.22)			
Vending services, coffee vending machines, drinking water dispensers	2220.40	Provision of vending machines; coffee vending machines; drinking water dispensers	Production and preparation of food Services for vending machines	Operation and maintenance of technical building equipment (see 1164, 1165); distribution of food and return transport of dishes (see 2443 et seq.), procurement of food (see 2550 et seq.)		Referring to Research Group Good Practice – Community Catering (2009) Swiss Quality Standards for a health-enhancing community catering [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Settlement of catering services	2220.60	Billing and internal or external invoicing of services rendered in the area of catering	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of catering services	2220.70	Implementation of the quality management strategy in the area of catering	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of catering services	2220.71	Monitoring the results, structures and processes in the area of catering and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality assurance / need for adjustments to catering services	2220.72	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of catering				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Event management	2230.00	Organization and management of events of any kind	Reservation , organization and preparing of rooms, Organization of training sessions, conferences, catering and maintenance	Provision and distribution of food (see 2220.50, 2443 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 39	
Provision of workwear & other textiles	2240.00	Ensuring the provision, cleaning and care of all textiles	Textile supply planning; management of textile supply assignments; laundry services; laundry repair; invoicing and quality management of textile supply services Refer to specific sub-products	Sterile textiles (see 1390.91), procurement of textiles (see 2550 et seq.), logistics (2400); See also subordinated services		Referring to SNV SN EN 15221-4:2011 (E) p. 39	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Textile supply planning	2240.01	Setting objectives and defining success factors, and making preparations for performing services in the area of textile supply				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of textile supply assignments	2240.02	Organization and coordination of textile supply assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution, information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Settlement of textile supply services	2240.10	Billing and internal or external settlement of services rendered in the area of textile supply	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of textile supply services	2240.20	Implementation of the quality management strategy in the area of textile supply	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of textile supply services	2240.21	Monitoring the results, structures and processes in the area of textile supply and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality assurance / need for adjustments to textile supply services	2240.22	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of textile supply				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Laundry services	2241.00	Cleaning; disinfection; preparation; packaging and identification of textiles	Provision of patient/resident, occupational, operational, special laundry and laundry services to third parties Refer to specific sub-products	Refer to specific sub-services products		Referring to SNV SN EN 15221-4:2011 (E) p. 39	
Gare of Patients' & and residents' textiles supply	2241.10	Provision of; Cleaning, disinfection; reprocessing; packaging and identification and care of private patients' and residents' textiles	Private laundry of patients and residents (outerwear, bodywear, nightwear and home textiles as well as special textiles such as protectors, corsets etc.) planning and organization	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)			
Provision care of professional industrial textile clothing	2241.20	Provision of; Cleaning, disinfection, reprocessing, packaging and identification and care of service / protective / area clothing or personal protective equipment industrial textiles and protective clothing	Occupational clothing-Industrial and protective clothing planning and organization:	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)			

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Operating laundry supply- Surgical linen- care	2241.30	Provision of, Cleaning disinfection; reprocessing; packaging and identification and care of operating laundry surgical linen	Domestic textiles - Flat linen: table and bed linen - Towels: towels, bathrobes etc. - Bed contents: pillows, blankets, protective covers - Mattress protection: incontinence pads, encasings - Interior textiles: curtains, drapes, screens, carpets; sofa cushion covers, wool blankets etc. Functional textiles - Patient clothing such as patient shirts, baby clothing - Textile medical products: drapes, protective clothing, masks, hoods, bandages, incontinence aids, etc - Kitchen linen: dish towels, kitchen gloves, etc.. - Cleaning textiles: cleaning cloths, mops etc. Textiles for wet areas, kitchen, cleaning, resident and patient rooms, such as bed linen, nightgowns, terry cloth, table linen, planning and organization	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)			
Special textiles care supply	2241.40	Provision of, Cleaning, disinfection; reprocessing; packaging and identification and care of special textiles	All other textiles (like towel rolls, therapy articles, plush animals, etc.) (curtains, carpets, door mats), planning and organization	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)			
Textile service provision for third parties	2241.50	Provision of, Cleaning, disinfection; reprocessing; packaging and identification and care of private textiles	Private textiles, planning and Organization	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of textiles, detergents and machines (see 2550 et seq.)			
Repair and alteration of textiles	2241.60	Removal of damage to and modification of textiles and specific modifications (e.g. lengths of trousers / sleeves)	Repair of patients' and residents' textiles, occupational textiles, surgical linen , operating laundry, special textiles, professional clothing; and textiles from third parties private textiles	Preventative maintenance of machines (see 1165), logistics (see 2400), procurement of materials (see 2550 et seq.)			

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Repair of patients' & residents' laundry	2241.61	Removal of damage to and modification of patients' and residents' laundry		Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.)			
Repair of work clothing	2241.62	Removal of damage to and modification of workwear		Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.)			
Repair of textiles	2241.63	Removal of damage to and modification of textiles		Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.) Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.)			
Repair special laundry	2241.64	Removal of damage to and modification of special laundry		Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.)			
Repair of laundry from third parties	2241.65	Removal of damage to and modification of laundry from third parties		Maintenance of machinery (see 1165); logistics (see 2400); procurement of materials (see 2550 et seq.)			
Childcare	2250.00	Ensuring childcare during the day or by the hour	Nursery / after-school care Refer to specific sub-products				

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Day care services	2250.10	Running a day care service	Pedagogical education and supervision of children by day		Consider when executing: Regulations concerning foster children (2013) (Original in German) 211.222.338 Art.13	Referring to Regulation on the admission of foster children 211.222.338 (1977/2017)	
After school services	2250.20	Running an after-school care center	Hourly supervision and child minding		Consider when executing: Regulations concerning foster children (2013) (Original in German) 211.222.338 Art.13	Referring to Regulation on the admission of foster children 211.222.338 (1977/2017)	
Accommodation management & operation of properties	2290.00	Running and administering different types of accommodation	Planning and management of accommodation assignments; planning accommodation management & operation of properties; operation staff / guest accommodation; patients / guest hotel; on-call rooms; accounting and quality management of accommodation management & operation of real estate services Refer to specific sub-products	Refer to specific sub-services products			
Service planning accommodation management & operation of properties	2290.01	Setting objectives and defining success factors, and making preparations for performing services in area of accommodation management and the operation of properties				Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Management of accommodation administration & operation properties assignments	2290.02	Organization and coordination of accommodation management & operation of properties assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Accommodation management & operation of staff accommodation	2290.10	Running staff accommodation operations	Contact points for staff accommodation questions, supervision of staff who live in the staff accommodation	Real estate management (see 1140), acceptance certificate (see 1140.10), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)			
Accommodation management & operation of guest accommodation	2290.20	Running guest accommodation operations	Contact points for guest accommodation requests, reservations, processing payment, organization/coordination of cleaning, provision of textiles, monitoring of key use in relation to guest accommodation	Real estate management (see 1140), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)			
Accommodation management & operation of patient / guest hotel	2290.30	Running patients / guest hotel operations	Contact points for hotel requests, reservations, encashment, organization /coordination of cleaning, provision of textiles, monitoring of key use in relation to patient / guest hotel	Real estate management (see 1140), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)			

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Accommodation management & operation of on-call rooms	2290.40	Supervision of on-call rooms operations in terms of on-call rooms	Contact points for stand-by rooms requests, Organization/coordination of cleaning, provision of textiles, monitoring of key use in relation to on-call rooms	Property administration (see 1140), rent contract (see 1140.10), upkeep work (see 1163), energy supply and disposal (see 1171), cleaning (see 1390 et seq.), keys (see 2122), provision of textiles (see 2240)			
Settlement of services from accommodation management & operation of properties	2290.50	Settlement and internal or external settlement of the services rendered in the area of accommodation management & operation of properties	Ensuring the administration of the necessary contents for billing, triggering billing, monitoring and ensuring settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of accommodation administration & operation of properties services	2290.60	Implementation of the quality management strategy in the area of accommodation administration & operation of properties	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of accommodation administration & operation of properties services	2290.61	Monitoring the results, structures and processes in the area of accommodation administration & operation of properties and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality assurance / need for adjustments to accomodation administration & operation of properties services	2290.62	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of accomodation administration & operation of properties				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
ICT services	2300.00	Information and Communication Technology (ICT) services	ICT workplace services; medical-therapeutic-nursing business process application services (HIS); management application services	Medical informatics (-> medical core business); Maintenance of equipment (-> see 1160 et seq.); see also sub-services			
Service planning ICT services	2300.01	Setting objectives and defining success factors, and making preparations for performing services in the area of ICT services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of ICT services assignments	2300.02	Organization and coordination of ICT services assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Billing for ICT services	2300.10	Billing and internal or external invoicing of services rendered in the area of ICT services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of ICT services	2300.20	Implementation of the quality management strategy in the area of ICT	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality inspection of ICT services	2300.21	Monitoring the results, structures and processes in the area of ICT and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	
Quality assurance / need for adjustments to ICT services	2300.22	Integrating findings from quality testing in the form of target or method adjustments and/ or extending the learning improvement cycle in the area of ICT				Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	
Service desk-IT	2310.00						New system in the ICT services context
End-user-services-IT	2320.00						New system in the ICT services context
Client hardware devices-IT	2321.00						New system in the ICT services context
Client software	2322.00						New system in the ICT services context
On-site support	2323.00						New system in the ICT services context

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Managed-client service	2324.00						New system in the ICT services context
IMAG	2325.00						New system in the ICT services context
Packaging and distribution	2326.00						New system in the ICT services context
Client hardware special devices	2327.00						New system in the ICT services context
Central and distributed services	2330.00						New system in the ICT services context
File services	2331.00						New system in the ICT services context
Email services	2332.00						New system in the ICT services context
Print services	2333.00						New system in the ICT services context
Directory services	2334.00						New system in the ICT services context
Connectivity and telecommunications	2340.00						New system in the ICT services context
Connectivity services IT	2341.00						New system in the ICT services context

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Connectivity services-GT	2342.00						New system in the ICT services context
Client hardware devices-GT	2343.00						New system in the ICT services context
Training (ICT)	2350.00						New system in the ICT services context
ICT workplace services	2360.00	Company-wide provision of ICT for workplaces	Electronic workplace services; telephony / smart device services; device services			Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	
Electronic workplace services	2361.00	Company-wide provision of electronic workstations	Standard electronic workstation service (physical); Special electronic workstation Service (physical); Virtual workstation service; ICT user service (Login)			Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	
Standard electronic workstation services (physical)	2361.10	Provision of electronic standard workstation	Hardware: all tasks related to the lifecycle of thin clients/computers (desktop, notebook), peripherals (screen, keyboard, mouse), (W)LAN connections	Procurement (see 2550 et seq.); Warehousing (see 2490 et seq.); Disposal (see 1173.13); ICT User Service (Login) (see 2361.4)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Electronic special workplace services (physical)	2361.20	Provision of electronic special workstation	Hardware: all tasks related to the life cycle of the power station, docking station, special equipment, rental equipment, etc; Software: installation and configuration of software in connection with extended hardware, installation and configuration of special individual/optional standard applications; Network/system access: installation and configuration of remote access (RAS); Support: Special training courses	Procurement (see 2550 et seq.); Warehousing (see 2490 et seq.); Disposal (see 1173.13)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	
Virtual workplace services	2361.30	Provision of virtual workplace	Licensing for workstation, provision of necessary memory/CPU	IT user service (login) (see 2361.4)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	
ICT user services	2361.40	Provision of ICT users / login	Logon: setting up user account/profile; Software: provision of the basic software required for operation, standard applications (Office products, e-mail/messaging, virus scanner, etc.) incl. licensing of the software; Network/system access (internal/external): internet/intranet access, (printer) server access, storage access according to user profile; Support: User support, standard training			Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	
Telephony / smart device services	2362.00	Provision of telephony and smart devices	Telephony service (physical + login)			Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Telephony services	2362.10	Provision of telephony (physical + login)	All tasks related to the lifecycle of fixed line, mobile smart tablet devices; Logon: set up user account/profile; Support: user support, standard training	Procurement (see 2550 et seq.); Warehousing (see 2490 et seq.); Disposal (see 1173.13)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	
Device services	2363.00	Provision of devices	Multifunction device service; single station printer service			Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	
Multifunction device services	2363.10	Provision of multifunction devices	Hardware: All tasks related to the life cycle of multifunction software devices; Software: Installation + configuration of multifunction devices	Procurement (see 2550 et seq.); Warehousing (see 2490 et seq.); Disposal (see 1173.13)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	
Individual printer services	2363.20	Provision of single station printers	Hardware: all tasks related to the lifecycle of individual workplace printers; Network/system access: Configuration of print server access; Support: user support, standard training	Procurement (see 2550 et seq.); Warehousing (see 2490 et seq.); Disposal (see 1173.13)		Referring to Kleiner (2013) IT Service Management - Aus der Praxis für die Praxis [Original in German]; Scholderer (2017) IT-Servicekatalog - Services in der IT professionell designen und erfolgreich implementieren [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Other device services	2363.30	Provision of other devices	Hardware: all tasks related to the lifecycle of other devices; Network/system access: configuration of print server access; Support: user support, training	Building and medical technology (see 1160 et seq.) Operation & maintenance non-medical / medical / mobile fixed assets and outdoor areas; 1191 et seq. Operation & maintenance of immovable medical property, plant and equipment; 1192 Operation & maintenance of medical mobile property, plant and equipment)			
Medical business process application services (HIS)	2370.00	Provision of software applications and modules for medical, therapeutic and nursing business processes; Medical Information System	Patient dossier management and documentation application services; Diagnostic application services; Patient-related resource planning application services; Medical/ therapeutic/nursing decision support		ehealthsuisse, Competence and Coordination Office of the Confederation and Cantons; Swiss Academy of Medical Sciences; Swiss physicians FMH (2013) Legal foundations in everyday medical practice; Swiss Confederation (2015) Patient rights and patient participation in Switzerland	Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 109 ff [Original in German].; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Winter et al. (2005) Krankenhausinformationssysteme. p. 552 et seq. [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Patient dossier management & documentation application services	2371.00	Provision of software applications and modules for patient dossier management and documentation	Application services for patient admission; medical/therapeutic/nursing treatment planning and documentation, and medical service recording and billing		ehealthsuisse, Competence and Coordination Office of the Confederation and Cantons; Swiss Academy of Medical Sciences; Swiss physicians FMH (2013) Legal foundations in everyday medical practice; Swiss Confederation (2015) Patient rights and patient participation in Switzerland	Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 81 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]	
Patient admission module services	2371.10	Provision of software applications and modules within the scope of patient admissions				Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 81 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Blobel (2005) Elektronische Patientenakte p. 564 et seq. [Original in German]	
Medical/therapeutic/nursing treatment planning & documentation module services	2371.20	Provision of software applications and modules within the scope of medical, therapeutic and nursing treatment planning and documentation.	Documentation and archiving of medical/therapeutic/nursing patient data incl. treatment process, result, diagnosis, medication, nursing and laboratory data; surgical documentation			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Zaiss et al. (2005) Medizinische Dokumentation, Terminologie und Linguistik p. 89 et seq. [Original in German]; Winter et al. (2005) Krankenhausinformationssysteme. p. 552 et seq. [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Medical service recording for billing module services	2371.30	Provision of software applications and modules for medical service recording regarding the billing of the case				Referring to Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Ingenerf & Stausberg (2005) Klinische Arbeitsplatzsysteme. p. 640 et seq. [Original in German]	
Diagnostic application services	2372.00	Provision of software applications and modules for (instrumental) diagnostics	Radiology Information System (RIS); Picture Archiving and Communication System (PACS); Laboratory Information System (LIS)		ehealthsuiss, Competence and Coordination Office of the Confederation and Cantons; Swiss Academy of Medical Sciences; Swiss Medical Association FMH (2013) Rechtliche Grundlagen im medizinischen Alltag; Swiss Confederation (2015) Patientenrechte und Patientenpartizipation in der Schweiz		
Radiology Information System (RIS)	2372.10	Provision of software applications and modules within the framework of radiological facilities	Processing of alphanumeric data in connection with radiological examinations and diagnostic reports			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 123, p. 129 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Ingenerf & Stausberg (2005) Klinische Arbeitsplatzsysteme. p. 640 et seq. [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Picture Archiving & Communication System (PACS)	2372.20	Provision of software applications and modules for the management of imaging processes	All methods for generating image data, making them available in real time and archiving them digitally / image archiving and communication system			Referring to Czap (2013) Picture Archiving and Communication System (PACS); Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 123, p. 129 et seq. [Original in German]; ehealthsuisse (n.d.) Patientendatenmanagementsysteme [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Winter et al. (2005) Krankenhausinformationssysteme p. 573 f. [Original in German]	
Laboratory Information System (LIS)	2372.30	Provision of software applications and modules for laboratory diagnostics	Laboratory tests based on clinical matters incl. sampling, sample marking, sample transport, sample acceptance, sample identification, sample distribution, laboratory analysis, quality control, validation, report transmission, interpretation, billing			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 123, p. 133 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte [Original in German]; Winter et al. (2005) Krankenhausinformationssysteme p. 574 f. [Original in German]	
Patient-related resource planning application services	2373.00	Provision of software applications and modules for patient-related resources	Service recording in nursing (LEP); bed scheduling / occupancy management; patient scheduling application service; treatment room planning application service	Procurement (see 2550); warehouse (see 2490),		Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 119 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte p. 568 f. [Original in German]	
Service Entry in Nursing (LEP) module services	2373.10	Provision of software applications and modules for the recording of services in maintenance				Referring to Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte; Lehmann (2005) Handbuch der Medizinischen Informatik	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Bed scheduling / occupancy management module services	2373.20	Provision of software applications and modules for the disposition of beds and for the management of their occupancy	Overview of bed occupancy and associated transfer functions			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 119 [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte p. 455, p. 630 [Original in German]	
Patient scheduling module services	2373.30	Provision of software applications and modules for patient scheduling				Referring to Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte. p. 455, p. 630 [Original in German]; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]	
Treatment room planning module services	2373.40	Provision of software applications and modules for planning treatment rooms		Space management (see 1420)		Referring to Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte. p. 455, p. 630 [Original in German]; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]	
Device planning module services	2373.50	Provision of software applications and modules for planning devices		Maintenance of equipment (see 1160)		Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 119 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte p. 455, p. 630 [Original in German]	
Pharmacy system	2373.60	Provision of software applications and modules for the pharmacy		Internal ordering of medical supplies and services (see 2550.93); operational procurement of medical supplies and pharmaceuticals (see 2551.11); tactical procurement of medical supplies and pharmaceuticals (see 2552.11)		Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis. p. 120 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Medical / therapeutic / nursing decision support application services	2374	Provision of software applications and modules for medical / therapeutic / nursing decision support	Medical, therapeutic, nursing decision support		ehealthsuisse, Competence and Coordination Office of the Confederation and Cantons; Swiss Academy of Medical Sciences; Swiss Medical Association FMH (2013) Rechtliche Grundlagen im medizinischen Alltag; Swiss Confederation (2015) Patientenrechte und Patientenpartizipation in der Schweiz	Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 209 et seq. [Original in German]	
Medical decision support module services	2374.10	Provision of software applications and modules for medical decision support				Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis. p. 209 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]	
Therapeutic decision support module services	2374.20	Provision of software applications and modules for therapeutic decision support				Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis. p. 209 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Nursing decision support module services	2374.30	Provision of software applications and modules for nursing decision support				Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis. p. 209 et seq. [Original in German]; Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte; Lehmann (2005) Handbuch der Medizinischen Informatik [Original in German]	
Non-medical management & support application services	2380.00	Provision of software applications and modules for the strategic management of a hospital	Applications and modules for medical and non-medical sustainability management; quality management; risk management; identity management; resource/sourcing management; asset/portfolio management; ICT management; management information system; enterprise resource planning application services				
Strategic management decision support applications services	2381.00	Provision of software applications and modules for strategic information generation and processing for management	Business economic-strategic and medical-therapeutic-nursing-strategic management decision support			Referring to Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung [Original in German]	
Business economic strategic management decision support module services	2381.10	Provision of software applications and modules for the non-medical-strategic management of a hospital	Applications and modules for non-medical sustainability management; quality management; risk management; identity management; resource/sourcing strategy; asset/portfolio management; IT management; management information system MIS; decision support systems EUS/Decision Support Systems DSS; management support systems FUS / Executive Support Systems ESS			Referring to Gabriel (2016) Managementinformationssystem [Original in German]; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 410 et seq., p. 718 et seq. [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Medical-therapeutic-nursing-strategic management decision support module services	2381.20	Provision of software applications and modules for the medical-therapeutic-nursing-strategic management of a hospital; planning, monitoring, control and evaluation of medical and nursing treatments on a strategic level	Applications and modules for medical sustainability management; quality management; risk management; identity management; resource/sourcing strategy; asset/portfolio management; ICT management			Referring to Haas (2005) Medizinische Informationssysteme und Elektronische Krankenakte p. 549 [Original in German]	
Enterprise Resource Planning application services (ERP)	2382.00	Provision of software applications and modules in the areas of finance & controlling, human resources / HRM, legal advice, marketing & communication, secretariat/administration, ICT services management, logistics, infrastructure, hygiene, safety & security, hotel business and project (portfolio) management.	Module services for Finance & Controlling; HRM; legal; communication & marketing; administration; ICT service management; logistics; infrastructure management; Safety & Security; hygiene; Hotel business; Project Management			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 120 [Original in German]; Gabriel (2016) Planungssystem [Original in German]; Gronau (2018) Enterprise Resource Planning [Original in German]; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 450 et seq. [Original in German]; Winkelmann (2013) Enterprise Resource Planning [Original in German]	
Finance & controlling module services	2382.01	Provision of software applications and modules in the area of finance and controlling (see 2510 et seq.)	Medical and non-medical finance			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 122 [Original in German]; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 416 f., p. 620 [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Human resources module services	2382.02	Provision of software applications and modules in the area of Human Resources/HRM (see 2520 et seq.)				Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 122; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 417 f., p. 620	
Legal advice & contract management module services	2382.03	Provision of software applications and modules in the area of legal advice (see 2530 et seq.)				Referring to GEFMA 400 (2013) Computer Aided Facility Management CAFM - Begriffsbestimmungen, Leistungsmerkmale [Original in German]	
Marketing & communication module services	2382.04	Provision of software applications and modules in the area of Marketing & Communication (see 2544 et seq.).	CRM			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 120 et seq. [Original in German]; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 421, p. 620 [Original in German]	
Secretariat module services	2382.05	Provision of software applications and modules in the secretariat/administration area (see 2560 et seq.)	Standard commercial software				
ICT service management module services	2382.06	Provision of software applications and modules in the area of ICT service management (see 2300 et seq.)	Support of business processes and functions through ICT			Referring to Tsarnekov (2012) Management von IT-Dienstleistungen [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Logistics administration module services	2382.07	Provision of software applications and modules in the area of logistics	Software applications and modules in the areas of procurement medical + non-medical incl. pharmacy (see 2550 et seq.); supplier management; warehousing (see 2490 et seq.); transport (see 2590 et seq.); disposal & recycling (see 1170 et seq.)			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 120 et seq. [Original in German]; GEFMA 400:2013 Computer Aided Facility Management CAFM - Begriffsbestimmungen, Leistungsmerkmale; Koch et al. (2013) CAFM-Software und CAFM-Systeme p. 251 - 267 [Original in German]; Laudon et al. (2016) Wirtschaftsinformatik - Eine Einführung p. 420, S. 620 [Original in German]; Marchionini et al. (2013) Zum Verhältnis von Facility Management und CAFM p. 5 - 8 [Original in German]	
Infrastructure management module services	2382.08	Provision of software applications and modules in the area of infrastructure	Software applications and modules in the areas of maintenance (see 1410 et seq., 1990.10 et seq., 1200 et seq.); land management (see 1420 et seq., 1100 et seq., 1140 et seq., 1400); energy (see 1170 et seq.)			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 122 [Original in German]; GEFMA 400:2013 Computer Aided Facility Management CAFM - Begriffsbestimmungen, Leistungsmerkmale p. 1 - 2 [Original in German]; Koch et al. (2013) CAFM-Software und CAFM-Systeme p. 251 - 267; Marchionini et al. (2013) Zum Verhältnis von Facility Management und CAFM p. 5 - 8 [Original in German]	
Safety & security management module services	2382.09	Provision of software applications and modules in the area of safety & security	Software applications and modules in the area of safety & security (see 2110 et seq., 2120 et seq.)			Referring to GEFMA 400:2013 Computer Aided Facility Management CAFM - Begriffsbestimmungen, Leistungsmerkmale [Original in German]; Marchionini et al. (2013) Zum Verhältnis von Facility Management und CAFM p. 5 - 8 [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Hygiene management module services	2382.10	Provision of software applications and modules in the area of hygiene	Software applications and modules in the areas of cleaning; disinfection (see 1300 et seq.); reprocessing of medical devices (see 1390.91)			Referring to GEFMA 400:2013 Computer Aided Facility Management CAFM - Begriffsbestimmungen, Leistungsmerkmale [Original in German]; Koch et al. (2013) CAFM-Software und CAFM-Systeme p. 251 - 267 [Original in German]; Marchionini et al. (2013) Zum Verhältnis von Facility Management und CAFM p. 5 - 8 [Original in German]	
Hotel business module services	2382.11	Provision of software applications and modules in the area of hotel business	Software applications and modules in the areas of catering (see 2219 et seq.); textiles (2240 et seq.); accommodation management/operation of properties (see 2290); various hotel services (see 2200 et seq.)			Referring to Dugas (2017) Medizininformatik - Ein Kompendium für Studium und Praxis p. 120 et seq. [Original in German]	
Project management module services	2382.12	Provision of software applications and modules in project and project portfolio management	Software applications and modules for planning and controlling projects (project structuring, change management, risk management, milestone planning, project budget, project controlling/reporting)			Referring to Morgroth (n.d.) Projektmanagement-Werkzeug [Original in German]	
Logistics	2400.00	Procurement; transportation; turnover / commissioning; storage and disposal of all materials, and transportation of persons Transport of people, transport and storage of goods and materials	Procurement; warehousing; transport services & provision; disposal & recycling Refer to specific sub-products	Refer to specific sub-services products		Referring to SNV SN EN 15221-4:2011 (E) p. 46; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]; Gerber (2016) LemoS 3.0 - performance assignment model for non-medical support services in hospitals adapted to new findings; Krieger (n.d.) Logistik [Original in German]	
Office supplies, stationary	2410.00						No result-oriented performance

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Document management	2420.00	Coordination and controlling of the flow (storage, retrieving, processing, printing, copying, guiding and distributing) of documents, both electronically and in paper form	Refer to specific sub-products	Medical documentation		Referring to SNV SN EN 15221-4:2011 (E) p. 46	New system in the context of ICT services
Post room and internal distribution	2422.00	Operation of postal logistics post office providing internal and external courier and distribution services	Reception, opening, collation, distributing, collection, packing, stamping, franking, scanning, recording and sending of letters and packages incl. documentation of delivery, pneumatic post	External transports of goods (see 2443 et seq.), procurement of material (see 2550 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 47	
Non-medical library & archives	2423.00	Operation of a multimedia library and coordination, management and control of the archives	Provision of books, journals and audiovisual media, classification of multimedia, loan handling; internal and outsourced archiving, procuring and operation of archiving systems suitable for retrieving recordings; CAD digital archive, blueprints, HR archive, accounting department's archive, medical archive	Destruction and disposal (see 1173 et seq.)		Referring to SNV SN EN 15221-4:2011 (E) p. 47	
Relocations	2430.00	Planning and implementation of relocations	Determination of the necessary transport and installation services, definition as well as coordination of relocations and installation deadlines, disassembly, transport, assembly and the putting into operation of furniture, ICT devices and personal objects, movement of people, Signing off on transport and installation services; minor building improvement jobs	Building improvements (-> Project), portfolio optimization (see 9600), relocations projects, exceeding the operational scope (-> Project)		Referring to SNV SN EN 15221-4:2011 (E) p. 47	
Mobility	2440.00	Conveyance of persons and goods for Organizational purpose	Refer to specific sub-products			Referring to SNV SN EN 15221-4:2011 (E) p. 48	Integrated in transport of people

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Transport services & distribution	2443.00	Transport and supply of goods and staff within or between locations	Transport services & provision planning; management of transport services & provision assignments; transport of persons; goods transport and distribution; fleet management; invoicing and quality management of transport services & provision Refer to specific sub-products	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 48	
Transport capacity & provision planning	2443.01	Setting objectives and defining success factors, and making preparations for the implementation of services in the area of transport services & provision				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of transport services & provisioning assignments	2443.02	Organization and coordination of transport services & provisioning assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Transport of people	2443.10	Transportation of people without medical supervision	External and internal transport of persons Refer to specific sub-products	Refer to specific sub-services products		Referring to SNV SN EN 15221-4:2011 [Original in German] p. 47	
External people transport services	2443.11	Transportation of people from the site to the destination and back	Trips for patients, employees and guests off-site, carpool services / driving personnel management	Medical care, rescue service		Referring to Mittel- und Gegenständeliste 832.112.31 (2018) [Original in German]; 832.112.31 Itemized list of all things covered by the social health insurances (2013) [Original in German] Art. 26 and 27	
Transport services & distribution	2443.20	Transport and distribution of goods	External and internal transport and distribution of goods Internal and external dispatching and distribution of goods and material	Postal service (see 2422); Refer to specific sub-services			

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
External transport & distribution of non-dangerous goods	2443.21	External transport and distribution of goods and material which are not considered dangerous goods	e.g. food / catering, laundry, furniture, office material		Consider when executing- GDP-regulatory temperature monitoring	Referring to GMP Navigator (n.d.) GMP und GDP Guidelines	
External transports & distribution of dangerous goods	2443.22	External transport and distribution of goods and material considered dangerous	Goods and material considered dangerous		Consider when executing- Regulation for the National and international requirements for transport of dangerous substances on the streets, European Agreement on the International Transportation of Dangerous Goods by Road, Ordinance concerning hazardous goods forwarders for the carriage of hazardous goods by road, rail or inland waterways, IATA international dangerous goods regulations- sender is liable according to law	Referring to Europäisches Übereinkommen über die internationale Beförderung gefährlicher Güter auf der Strasse 0.741.621 (1957/2017) [Original in German]; IATA (2018) IATA Gefahrgutvorschriften [Original in German]; 741.621 Regulation for the transport of dangerous substances on the streets (2002) [Original in German] Art. 7 and 741.622 Regulations pertaining to persons responsible for dealing with dangerous goods (2001) [Original in German]	
External transport & distribution of anesthetics	2443.23	External transport and distribution of anesthetics in compliance with legal regulations	All controlled substances		Consider when executing- Law pertaining to controlled substances	Referring to Federal Act on Narcotics and Psychotropic Substances 812.121. (1951/ 2018)	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Internal transport & distribution of non-dangerous goods	2443.24	Internal transport and distribution of goods and material not considered dangerous	E.g. food / catering, laundry, furniture, office material, beds; laboratory samples				
Invoicing transport & distribution services	2443.30	Billing and internal or external invoicing of services rendered in the area of transport and supply services	Ensuring the administration of the necessary contents for billing, triggering billing, monitoring and ensuring settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of transport & distribution services	2443.40	Implementation of the quality management strategy in the area of transport & distribution	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of transport & distribution services	2443.41	Monitoring the results, structures and processes in the area of transport & distribution and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality assurance / need for adjustments to transport & distribution services	2443.42	Integrating findings from quality testing in the form of target or method adjustments and/ or extending the learning improvement cycle in the area of transport & distribution				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Storage management and incoming inspection of incoming goods	2490.00	Securing of storage management and inspection of incoming medical and non-medical material	Storage planning; management of storage assignments; incoming goods inspection; storage management; picking; invoicing and quality management of warehouse management services Refer to specific sub-products	Refer to specific sub-services products			
Warehouse performance planning	2490.01	Setting objectives and defining success factors, and making preparations for performing services in the area of warehousing				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of warehouse assignments	2490.02	Organization and coordination of orders in the area of warehousing	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Warehouse management-storage management of medical and non-medical material	2490.20	Ensuring temporary storage and storage of medical and non-medical material as well as dangerous goods	Warehouse management of non-/medical material and dangerous goods Storage of medical material: drugs and medical products in accordance to the Ordinance on Medical Devices; storage non-medical material: e.g. furniture, art, cosmetics and care products, food, textiles, detergents, cleaning materials, chemicals	Refer to specific sub-services Transport and distribution of goods (see 2443 et seq.); procurement (see 2550)	Consider when executing: Chemicals Act, Chemicals Regulation, Medical Devices Ordinance; Mittel- und Gegenstände-Liste [Original in German]	Referring to Ordinance of Medical Products 812.213 (2001/2017); Itemized list of all things covered by the social health insurances 832.112.31 (2018) SR-812.213 Ordinance on Medicinal Products (2010) [Original in German] and 832.112.31 Itemized list of all things covered by the social health insurances (2013) [Original in German]	
Inventory management of medical material	2490.21	Ensuring the interim storage and storage of medical material	Storage of medical material: medicines and medical devices in accordance with the Medical Devices Ordinance	Transport & distribution of goods (see 2443 et seq.); procurement (2550); storage of non-medical material (2490.22); storage of dangerous goods (2490.23)	Chemicals Act; Ordinance on Protection against Dangerous Substances and Preparations; Medical Devices Ordinance; Mittel- und Gegenstände-Liste	Referring to Medical Devices Ordinance 812.213 (2001/2017); Mittel- und Gegenständeliste 832.112.31 (2018) [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Stock management of non-medical material	2490.22	Ensuring the interim storage of non-medical material	Storage of non-medical material: e.g. furniture, art, cosmetics and care products, foodstuffs, textiles, detergents, cleaning agents, chemicals	Transport & distribution of goods (see 2443 et seq.); procurement (2550); storage of medical equipment (2490.22); storage of hazardous goods (2490.23)	Chemicals Act; Ordinance on Protection against Dangerous Substances and Preparations; Medical Devices Ordinance; Mittel- und Gegenstände-Liste	Referring to Medical Devices Ordinance 812.213 (2001/2017); Mittel- und Gegenständeliste 832.112.31 (2018) [Original in German]	
Storage management of dangerous goods	2490.23	Ensuring the interim storage and storage of dangerous goods	Liquefied or pressurized gases/storage class 2; Flammable liquids/Storage class 3; Flammable solids/storage class 4.1; Substances liable to spontaneous combustion/Storage class 4.2; Substances forming flammable gases with water/storage class 4.3; Substances requiring fire/Storage class 5; Toxic substances/storage class 6.1; Corrosive and corrosive substances/storage class 8; Liquid substances/storage class 10/12; Solid substances/storage class 11/13	Goods transport & distribution (see 2443 et seq.); procurement (2550); storage of medical and non-medical equipment (2490.21, 2490.22)	Chemicals Act; Ordinance on Protection against Dangerous Substances and Preparations; Medical Devices Ordinance; Mittel- und Gegenstände-Liste	Referring to Beutler et al. (2018) Lagerung gefährlicher Stoffe; EKAS Richtlinie 1825 (2005) Brennbare Flüssigkeiten; EKAS Richtlinie 6501 (1990) Säuren und Laugen	
Order picking	2490.30	Compilation of medical and non-medical material as well as dangerous goods according to specified orders	Picking of non-medical / medical material and dangerous goods	Refer to specific sub-services		Referring to Krieger (n.d.) Kommissionierung [Original in German]	
Picking of medical material	2490.31	Order picking of medical material		Incoming goods inspection (2490.10); Goods transport & distribution (see 2443 et seq.); Procurement (2550); Warehouse management (2490.20); Commissioning of non-medical material (2490.32); Picking of hazardous goods (2490.31)			

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Picking non-medical material	2490.32	Order picking of non-medical material		Incoming goods inspection (2490.10); Goods transport & distribution (see 2443 et seq.); Procurement (2550); Warehouse management (2490.20); Commissioning of medical equipment (2490.31); Picking of hazardous goods (2490.31)			
Picking of dangerous goods	2490.33	Picking of dangerous goods		Incoming goods inspection (2490.10); goods transport & distribution (see 2443 et seq.); procurement (2550); storage of medical and non-medical equipment (2490.20); order picking of medical and non-medical equipment (2490.31)			
Settlement of warehouse services	2490.40	Billing and internal or external invoicing of services rendered in the area of warehousing				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of warehouse services	2490.50	Implementation of the quality management strategy in the area of warehouse	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality inspection of warehouse services	2490.51	Monitoring the results, structures and processes in the area of warehouse and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality assurance / need for adjustments to warehouse services	2490.52	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of warehouse				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management support services Business support (management support)	2500.00	Services in the non-medical support area which support the management and the organization	Finance & Controlling; HRM; legal services & contract management; marketing & communication; administration, ICT services Refer to specific sub-products	Refer to specific sub-services products		Referring to SNV SN EN 15221-4:2011 (E) p. 49	
Finance & Controlling Accounting	2510.00	Services regarding finances and controlling accounting in the area of non-medical support services	External accounting / financial accounting; internal accounting / controlling Refer to specific sub-products	Refer to specific sub-services products		Referring to SNV SN EN 15221-4:2011 (E) p. 49	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Performance planning finance & controlling	2510.01	Setting objectives and defining success factors, and making preparations for performing services in the area of finance & controlling				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of Finance & Controlling assignments	2510.02	Organization and coordination of finance & controlling assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Accounting of Financial & Controlling services	2510.10	Accounting and internal or external invoicing of services rendered in the area of finance & controlling				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of Finance & Controlling services	2510.20	Implementation of the quality management strategy in the area of Finance & Controlling	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of Finance & Controlling services	2510.21	Monitoring the results, structures and processes in the area of Finance & Controlling and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality assurance / need for adjustments to Finance & Controlling services	2510.22	Integrating findings from quality testing in the form of target or method adjustments and/ or extending the learning improvement cycle in the area of Finance & Controlling				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
External accounting / financial accounting Accounting	2511.00	Accounting services; inventory; annual accounts Accounting services in the area of non-medical support services	Financial accounting, operational accounting, cash management / liquidity planning; (interim / special) balance sheets; income statement / asset statement	Financial management strategy (see 9620), property accounting (see 1140.40); medical service settlement		Referring to SNV SN EN 15221-4:2011 (E) p. 49 Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 440 [Original in German], 443; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]	
Assets, property	2512.00						No result-oriented performance

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Internal accounting / controlling, reporting	2513.00	Controlling services and reporting services in the area of non-medical support services	Strategic, planning and operational controlling of all areas; monitoring; (full / part) cost accounting (cost type / cost centre / cost unit accounting, process cost accounting); activity accounting; plan vs. actual analysis; calculations; creation, communication and maintenance of company-wide and area / occupational group-specific key figures / controlling systems / reporting systems; benchmarking; budgeting; financial planning; liquidity controlling; investment controlling	Medical controlling		Referring to SNV SN EN 15221-4:2011 (E) p. 50 Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 440 - 441, 443 [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre; Sonntag (2017) Betriebswirtschaftliches Controlling. p. 442 et seq. [Original in German]; Thiede (2017) Bedeutung des internen Finanzcontrollings für die Strukturentwicklung von Krankenhäusern p. 279 – 284 [Original in German]; Töpfer (2017) Ganzheitliche Steuerung der Klinik; Zapp (2009) Internes Rechnungswesen p. 366 et seq. [Original in German]; Zapp (2017) Controlling und Management p. 589; Zapp (2017) Betriebswirtschaftliches Rechnungswesen [Original in German]; Zapp (2018) Controlling [Original in German]; Zapp (2018) Informationsmanagement durch internes Rechnungswesen [Original in German]	
HRM	2520.00	Human Resource management services in the area of non-medical support services	Personnel administration; -planning; -controlling; -recruitment/dismissal; -management; employee assessment/surveys; personnel training & further education			Referring to SNV SN EN 15221-4:2011 (E) p. 50	
Performance planning Human Resources	2520.01	Setting objectives and defining success factors, and making preparations for performing services in the area of Human Resources				Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Management of Human Resources assignments	2520.02	Organization and coordination of human resources assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Personnel planning	2520.90	Ensuring the availability of the required personnel in terms of quality and quantity	Determination of personnel requirements; task/job descriptions; requirement profiles; job evaluations; position plans; business distribution plan			Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 445 - 446 [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]; Nissen (n.d.) Personalplanung [Original in German]	
Personnel controlling	2520.91	Control of personnel processes	Statistics concerning the appointment of employees; personnel movements; etc.; dealing with personnel absence / absenteeism; personnel budget monitoring			Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 445 - 446; Flessa (2014) Grundzüge der Krankenhausbetriebslehre	
Human Resources management	2520.92	Delineate development areas and individual measures of corporate development with regard to personnel issues	Leadership principles; definition responsibilities; guidelines; organizational instructions; workplace management concepts; induction concepts; employee appraisals; change management implementation			Referring to Bartscher (n.d.) Personalmanagement [Original in German]; Chand (n.d.) Workplace Re-Engineering in Hospital; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 442 - 445 [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]; Reijula & Ruohomäki (2018) Perception of hospital environment before and after relocation [Original in German]; Töpfer (2017) Checkliste für erfolgreiches Changemanagement im Krankenhaus – 20-Punkte Sofortprogramm für Kliniken [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Employee assessment / surveys	2520.93	Assessment of personnel and job satisfaction	Agreements on objectives / feedback systems; incentive / motivation systems; suggestion scheme; employee surveys			Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 445 - 446 [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]	
Accounting for Human Resources	2520.94	Accounting and internal or external billing of services performed in the area of Human Resources				Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	
Quality management of Human Resources services	2520.95	Implementation of the quality management strategy in the area of Human Resources	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	
Quality inspection of Human Resources services	2520.96	Monitoring the results, structures and processes in the area of Human Resources and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	
Quality assurance / need for adjustments to Human Resources services	2520.97	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of Human Resources				Referring to The W. Edwards Deming Institute (n.d.) The PDCA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Personnel administration salaries and pensions	2521.00	Personnel administration of personnel-related measures Management of salaries and pensions in the area of non-medical support services	Personnel file management; employment contracts; grouping; remuneration calculations; pay slips; holidays / travel expenses; reporting to social insurance			Referring to SNV SN EN 15221-4:2011 (E) p. 50; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 445 - 446; Flessa (2014) Grundzüge der Krankenhausbetriebslehre; Nissen (n.d.) Personalverwaltung	
Recruiting / dismissal	2522.00	Recruitment of the required personnel in qualitative, quantitative, temporal and spatial terms Support of the recruitment of staff in the area of non-medical support services	Advertising of vacancies / personnel marketing; drafting of contracts; selection of personnel; recruitment; dismissal; preparation of certificates; reminders / notices of termination; contact to personnel representatives			Referring to SNV SN EN 15221-4:2011 (E) p. 50; Bartscher (n.d.) Personalbeschaffung [Original in German]; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 445 - 446) [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]	
Personnel training & development	2523.00	Personnel development measures Support with training and further education of employees in the area of non-medical support services	Internal and external information events; training; courses			Referring to SNV SN EN 15221-4:2011 (E) p. 51; Flessa (2014) Grundzüge der Krankenhausbetriebslehre	
Legal counsel & contracts	2530.00	Support with legal consulting and contract management in the area of non-medical support services	Legal advice; patent and copyright support; insurance services; contract management; representation before courts and authorities	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 51; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 447 - 448 [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Service planning legal advice & contract management	2530.01	Setting objectives and defining success factors, and making preparations for performing services in the area of legal advice and contract management				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of legal advice & contract management assignments	2530.02	Organization and coordination of legal advice and contract management assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Representation before courts & authorities	2530.10	Judicial enforcement and enforcement of legal claims; commissioning / cooperation with external lawyers	Enforcement of open claims; statement of reasons for action			Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 448 [Original in German]	
Invoicing legal advice & contract management services	2530.20	Accounting and internal or external invoicing of services rendered in the area of legal advice & contract management				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of legal advice & contract services	2530.30	Implementation of the quality management strategy in the area of legal advice & contract	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality inspection of legal advice & contract services	2530.31	Monitoring the results, structures and processes in the area of legal advice & contract and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality assurance / need for adjustments to legal advice & contract services	2530.32	Integrating findings from quality testing in the form of target or method adjustments and/ or extending the learning improvement cycle in the area of legal advice & contract				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Legal advice	2531.00	Support with Legal consulting, legal appraisals in the area of non-medical support services	Support and advice in all areas of legal issues; preparation of legal opinions; compliance service; preparation of legal information / leaflets; support in acquisition projects; preparation of participation concepts; antitrust issues			Referring to SNV SN EN 15221-4:2011 (E) p. 51 Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 447 - 448 [Original in German]	
Patents and copyrights	2532.00	Management of patents and copyright in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 51	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Insurance	2533.00	Concept for insurance concept; liability law issues; contract drafting with insurance carriers; handling of insurance claims; legal structuring of risk transfer- Management and optimization of insurances in the area of non-medical support services				Referring to SNV SN EN 15221-4:2011 (E) p. 52 Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 448 [Original in German]	
Contracts management	2534.00	Creation, formulation, completion and monitoring of civil / public (standard) contracts or contract modifications, review and archiving of contracts; Formulation and examination of general business / delivery conditions in the area of non-medical support services	Employment contracts; collaboration / supply contracts; usage agreements	Contracts in connection with property letting to third parties (see 1140.10)		Referring to SNV SN EN 15221-4:2011 (E) p. 52 Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 448 [Original in German]	
Marketing & and communication	2540.00	Corporate communication, promotions and marketing services in the area of non-medical support services	Marketing & communication services			Referring to SNV SN EN 15221-4:2011 (E) p. 52	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Service planning marketing & communication	2540.01	Setting objectives and defining success factors, and making preparations for performing services in the area of marketing & communication				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of marketing & communication assignments	2540.02	Organization and coordination of orders in the area of marketing & communication	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Marketing & communication services	2540.10	Planning and implementation of the marketing and communication strategy of the company	All marketing and communication measures (e.g. e-mail distribution, intranet, internal / external magazine, surveys, internet, open house, information events, annual report, discussions, films) for internal and external persons and institutions such as employees, insured persons / patients, referring physicians, other health institutions, health authorities, associations, media, the public, banks, insurance companies, etc. with the aim of providing information, sensitisation, image enhancement, confidence building, crisis communication			Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 464 - 466 [Original in German]; Töpfer & Leffler (2017) Prozess des Krisenmanagements und Grundsätze der Krisenkommunikation [Original in German]; Töpfer (2017) Marktorientierte Ausrichtung und Gestaltung aller Klinikaktivitäten [Original in German]	
Billing marketing & communication services	2540.20	Billing and internal or external invoicing of services rendered in the area of marketing & communication				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of marketing & communication services	2540.30	Implementation of the quality management strategy in the area of marketing & communication	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality inspection of marketing & communication services	2540.31	Monitoring the results, structures and processes in the area of marketing & communication and examining them with regard to development and success, or problems and need for improvement	Quality audits			n Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality assurance / need for adjustments to marketing & communication services	2540.32	Integrating findings from quality testing in the form of target or method adjustments and/ or extending the learning improvement cycle in the area of marketing & communication				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Procurement	2550.00	Supply of materials, services, operating and work equipment, rights and information to the company Refer to specific sub-products	Procurement planning; management of procurement assignments; operational and tactical procurement; invoicing and quality management of procurement services Refer to specific sub-products	Refer to specific sub-services products		Referring to Krieger (n.d.) Beschaffung	
Procurement performance planning	2550.90	Setting objectives and defining success factors, and making preparations for performing services in the area of procurement				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Management of procurement assignments	2550.91	Organization and coordination of orders in the area of procurement	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Internal ordering	2550.92	All transactions in connection with internal purchase orders for materials and services, e.g. at the central warehouse/central purchasing department					
Internal ordering material & services medical	2550.93	All transactions in connection with internal purchase orders for medical materials and services, e.g. at the central warehouse/central purchasing department.					
Internal ordering material & services non-medical	2550.94	All transactions in connection with internal company orders for non-medical materials and services, e.g. central warehouse/central check-in.					
Settlement of procurement services	2550.95	Billing and internal or external invoicing of services rendered in the area of procurement	Ensuring the administration of the necessary contents for the settlement; triggering the settlement; monitoring and ensuring the settlement / execution			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality management of procurement services	2550.96	Implementation of the quality management strategy in the area of procurement	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of procurement services	2550.97	Monitoring the results, structures and processes in the area of procurement and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality assurance / need for adjustments to procurement services	2550.98	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of procurement				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Operational procurement	2551.00	Ensuring needs-based provision according to procurement strategy and strategic/tactical procurements standards	Operational non- / medical procurement inventory control, needs assessment, product selection within the categories, ordering, order monitoring (incl. cooperation with the logistics department), procurements logistics, verifying of invoices, compliance with the performance chain, cooperation with consumers. Refer also to specific sub-products	Refer to specific sub-products		Referring to DIN 32736 Building Management - Definitions and scope of services (2000) p. 7 [Original in German]; Krieger (n.d.) Beschaffung [Original in German]; Springer Gabler Wirtschaftslexikon (2014)	
Operational medical procurement	2551.10	Operational procurement of medical material / medicines and medical services	Medical equipment; pharmaceuticals and medical services Refer to specific sub-products	Refer to specific sub-products			

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Operational non-medical procurement	2551.20	Operational procurement of non-medical material and non-medical services	Non-medical equipment and non-medical services Refer to specific sub-products	Refer to specific sub-services products			
Tactical procurement of non-medical material	2551.21 -> 2552.21	Tactical procurement of non-medical material	Tactical issues of the procurement of all material, not falling under the Ordinance on Medical Devices (e.g. furniture, art, cosmetics and care products, food, textiles, detergents, cleaning material, chemicals)	Logistics (see 2400), storage (see 2490), operational procurement (see 2551 et seq.), resources and sourcing strategy (see 9500)			Numbering was not correct and was corrected in Version 2.0
Tactical procurement	2552.00	Ensuring that specific requirements are provided for on favorable terms on a long-term basis	Procurement market research, determination of central and/or decentralized procurement, Material Group Management (materials analysis, evaluation and selection of materials) procurement controlling; analyses, evaluation (compliance and securing of requirements for acute hospital with respect to service mandate and pandemic stock) and selection of suppliers; procurement marketing ; relationship management with suppliers, negotiation, conclusion as well as control of framework agreements, planning and application of appropriate information support systems, creation of procurement portfolios. Evaluation and assessment of the portfolio. Interface management of medical and non-medical users, product specifications, price and condition configuration, order planning and value analysis, demand pooling, process definitions, service chain, inviting tenders, cooperation negotiations; forms Refer also to specific sub-products	Refer to specific sub-services products		Referring to Engelke & Oswald, J. (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche p. 455 - 459 [Original in German]; Krieger (n.d.) Beschaffung [Original in German] Springer Gabler Wirtschaftslexikon (2014) procurement [Original in German]	
Secretarial services translations	2560.00	Office and translation services in the area of non-medical support services	Secretarial services; translations; reprography; travel services	Refer to specific sub-services		Referring to SNV SN EN 15221-4:2011 (E) p. 53	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Secretarial service planning	2560.01	Setting objectives and defining success factors, and making preparations for performing services in the area of secretarial services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Management of secretarial services assignments	2560.02	Organization and coordination of secretarial services assignments	Acceptance of orders; clarification of specific order contents and requirements; coordination of order execution; information on order status; ensuring customer satisfaction			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Secretarial services	2560.10	Administrative, organizational and administrative measures					
Translations	2560.20	Translation of texts					
Settlement of secretarial services	2560.30	Accounting and internal or external invoicing of services rendered in the area of secretarial services				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality management of secretarial services	2560.40	Implementation of the quality management strategy in the area of secretarial	Quality inspection; quality assurance / improvement; measures to achieve quality objectives; maintaining quality documentation			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Quality inspection of secretarial services	2560.41	Monitoring the results, structures and processes in the area of secretarial and examining them with regard to development and success, or problems and need for improvement	Quality audits			Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality assurance / need for adjustments to secretarial services	2560.42	Integrating findings from quality testing in the form of target or method adjustments and/or extending the learning improvement cycle in the area of secretarial				Referring to The W. Edwards Deming Institute (n.d.) The PDSA Cycle	
Tactical resource management	2590.00	Interdisciplinary service dependency view and efforts of optimizations in the area of non-medical resources	Interdisciplinary service dependency view and efforts to optimize of all non-medical resources such as building infrastructure, energy and water, non-medical (mobile) devices and their servicing, highly and less complexly equipped rooms, food, laundry, non-medical consumer good and consumer durables, financial resources, IT hardware, IT software, staff, time (slots), medical and non-medical know-how (at the right place), transport resources (vehicles, containers, etc.), operational readiness, cleanliness/hygiene, waste/recyclable material; knowing and demonstrating interrelated connections and impacts of non-medical resources, as well as their relationship with the core business, controlling of non-medical resources by means of key performance indicators supported by appropriate software applications, calculating scenarios and variants resulting from modifications to resource parameters with regard to investments and resource strategy decisions	Real estate management (see 1100 et seq.), area management (see 1420), logistics (see 2400), finances and controlling (see 2510), procurement (see 2550 et seq.), HRM (see 2520), resources and sourcing strategy (see 9500)		Referring to Gerber (2014) Umfang und Anforderungen eines IT-gestützten, nicht-medizinischen, operativen Ressourcenmanagements im Spital - Qualitative Vorstudie [Original in German]; Haubrock (2018) Materialmanagement [Original in German]	
Organization-specific	2900.00						No result-oriented performance
Business-application-providing	2910.00						New system in the context of ICT services
Branch-specific e.g. healthcare	2990.00						No result-oriented performance

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Project management	3000.00	Initialisation; planning; execution; controlling and completion of projects	<p>Project management knowledge areas:</p> <ol style="list-style-type: none"> 1. Integration, reporting & changes (project classification based on internal definitions incl. requirements for reporting and change processes and competencies, ensuring project (management) support through management / leadership committee, discussion of the relationship between effort and benefit and meaningfulness with clear decisions) 2. Environment & stakeholders (discussion with all parties concerned and involved, clarification of roles (task / competencies / responsibilities) 3. Communication & documentation (clarification of who is informed when and how, establishment of central project repository with corresponding authorisations) 4. Goals (definition of mandatory and optional goals, if possible, according to the SMART principle (specific, measurable, accepted, realistic, scheduled) 5. Content / scope / scope & project structuring (definition of output in coordination with objectives, milestones and quality) 6. Personnel resources & organisation (meaningful and interdisciplinary composition of the project team, release of necessary personnel resources, clarification of roles (task / competencies / responsibilities) 7. Deadlines & milestones (clarification of important key dates such as steering committee and/or reporting deadlines and any partial performance milestones and end dates) 8. Costs / finances (clarification of budget (incl. personnel resources) 9. Risks (threats & opportunities) (clarification of main risks with corresponding measures) 10. Quality (clarification of understanding of quality criteria (in coordination with target and budget) 11. Procurement & contracts (clarification of procurement / contract processes and competencies in coordination with any existing central purchasing) 	All activities outside the defined project		Referring to DIN 69901:2009 Project management - Project management systems - Part 2: Processes, process model; Part 3: Methods; Part 4: Data, data model; Part 5: Concepts ; Gerber (2017, p. 13) Projektmanagement in Spitälern (PM in HC) - Bestandsaufnahme und Handlungsempfehlungen [Original in German]; ISO 21500:2013 Guidance on project management; Project Management Institute (2017) Project Management Body of Knowledge - (PMBOK Guide)	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Strategic management services	9000.00	<p>Planning, executing and controlling of the business strategy; definition of long-term goals and measures; target systems</p> <p>Coordination of central functions of common services which are applicable to all products and are part of the strategic level (strategic planning and controlling)</p>	<p>Sustainability; quality management; risk management; corporate identity; resource / sourcing management; asset- / portfolio management; ICT management</p> <p>Refer to specific sub-products</p>	<p>Refer to specific sub-services products</p>		<p>Referring to SNV SN EN 15221-4:2011 (E) p. 21; Braun von Reinersdorff (2007) Strategische Krankenhausführung - Vom Lean Management zum Balanced Hospital Management; Braun von Reinersdorff & Rasche (2017) Entscheidungsorientiertes Klinikmanagement – Vom Zielsystem zum Wettbewerbsvorteil; Eichhorn (2008) Von der Krankenhausbetriebslehre zur Krankenhaus-Managementlehre; Eichhorn (2008) Grundlagen der Krankenhaus-Managementlehre; Eichhorn & Oswald (2017) Grundlagen der Krankenhaus-Managementlehre; Flessa (2014) Grundzüge der Krankenhausbetriebslehre; Gabler Wirtschaftslexikon (n.d.) Strategisches Management; Haubrock (2018) Bedeutung des Managements in der Gesundheitswirtschaft; Knoth et al. (2012) Exzellenzmanagement - Bausteine eines strategischen und operativen Managements im Krankenhaus; Lohfert (2017) Management und Planungsaufgaben; Lungen & Zluhan (2017) Strategisches Krankenhausmanagement - in der Praxis; Oswald et al. (2017) Krankenhaus-Managementlehre - Theorie und Praxis eines integrierten Konzepts; Salfeld et al. (2009) Modernes Krankenhausmanagement - Konzepte und Lösungen; Töpfer & Albrecht (2017) Konsequenzen für das strategische und operative Management von Kliniken bei sich verändernden und verschärfenden Rahmenbedingungen [Originals in German]</p>	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Sustainability	9100.00	Development of company-wide policies for the reduction of resource consumption, economical use of facilities, like building and areas, as well as improvement in the health and well-being of people (social responsibility) in-the-area-of-non-medical support-services	Life cycle planning / life cycle engineering; environmental management system; energy management; environmental protection activities Refer to specific sub-products	Preventative maintenance of special technical equipment e.g. photovoltaic systems, operational measures and proof of compliance with laws (see 2130)		Referring to SNV SN EN 15221-4:2011 (E) p. 22	
Life cycle planning / engineering	9110.00	Provision of a company-wide long-term perspective concerning assets, support of the decision-making for investments and preventative maintenance strategy in-the-area-of-non-medical support-services				Referring to SNV SN EN 15221-4:2011 (E) p. 22 Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Environmental management system	9180.00	Definition and implementation of an overarching environment management system with respect to Organizational structure, responsibilities, practices, formal procedures, processes and means for the establishment and the implementation of the environmental policy in the area of non-medical support services	Organizational structure; responsibilities; behaviours; formal procedures; procedures and means for defining the implementation of the environmental policy			Referring to Günther (n.d.) Umweltmanagementsystem [Original in German] Springer-Gabler Wirtschaftslexikon (2014) procurement [Original in German]	
Energy management	9190.00	Ensuring Realization of a company-wide energy management concept in the area of non-medical support services	Energy strategy definition, examination and negotiation of energy tariffs, energy production management, energy measurement concept, energy accounting and analysis (incl. analysis of energy consumers spanning all industries), identification of optimization potential, planning of measures under business aspects, calculation of profitability, optimization of energy consumption, proof of savings			Referring to Swiss Hospital Engineers IHS (2012) Energy management in hospitals [Original in German] p. 14 and DIN 32736 Building Management - Definitions and scope of services (2000) p. 3	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality management	9200.00	Ensuring of company-wide a quality management system in the area of non-medical support services	Quality management strategy; standards & guidelines definition; quality management of processes, structures, potentials and outcomes	Medical quality management	Krankenversicherungsgesetz (KVG); Krankenversicherungsverordnung (KVV); Qualitätsstrategie des Bundes KIQ (Nationale Koordinations- und Informationsstelle für Qualitätssicherung); IVQ (Interkantonaler Verein für Qualitätssicherung, und -förderung in den Spitälern); QUALAB (Schweizerische Kommission für Qualitätssicherung im medizinischen Labor); Stiftung für Patientensicherheit Stiftung SanaCERT Suisse; Swisssep – Institut für Qualität und Forschung im Gesundheitswesen	Referring to SNV SN EN 15221-4:2011 (E) p. 22 BAG (2011) Bericht an den Bundesrat zur Konkretisierung der Qualitätsstrategie des Bundes im Schweizerischen Gesundheitswesen [Original in German]; BAG (2009) Qualitätsstrategie des Bundes im Schweizerischen Gesundheitswesen+G424n [Original in German]; Bosshard & Straubhaar (2015) Qualität und Qualitätssicherung [Original in German]; Illison & Kerner (2009) Praxisleitfaden Qualitätsmanagement im Krankenhaus [Original in German]; ISO 9000 (2015) Quality management systems – Fundamentals and vocabulary; Meier (2004) Qualitätsmanagement im Spital [Original in German]; Wissenschaftlicher Beirat (2017) Qualität und Sicherheit der Schweizerischen Gesundheitsversorgung verbessern: Empfehlungen und Vorschläge für die Bundesstrategie [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Standards and guidelines	9210.00	Definition of the handling and implementation of standards and guidelines Responsibility for the recognition and development of (enterprise-eorporate) norms and guidelines as a basis for the quality system; certification of the quality systems in the area of non-medical support services	Approaches such as ISO 9000 / 9001; Six Sigma cycle; Total Quality Management (TQM); SN EN 15224; European Foundation for Quality Management (EFQM)		Consider when executing: Ordinance on Good Laboratory Practice	Referring to SNV SN EN 15221-4:2011 (E) p. 22 Haubrock (2018) Qualitätsmanagement [Original in German]; Illison & Kerner (2009) Praxisleitfaden Qualitätsmanagement im Krankenhaus [Original in German]; Mansky & Nimptsch (2017) Kennzahlengeschütztes ergebnisorientiertes Qualitätsmanagement im Krankenhaus [Original in German]; Pira (2000) Comprehensive quality management in hospitals Referring to EFQM model p. 41-43 [Original in German]; Töpfer (2017) Ziele und Entwicklungsstufen der Qualitäts- und Risikosteuerung [Original in German]; Töpfer & Leffler (2017) Anforderungen, Konzeption und Beispiele für Null-Fehler-Qualität im Krankenhaus durch Six Sigma [Original in German]	
Process quality management	9290.00	Company-wide Planning, Organization, management, security, control and quality improvement of processes of the business in regard to the company goals in the area of non-medical support services				Referring to Eichhorn & Oswald (2017) Grundlagen der Krankenhaus-Managementlehre; Haubrock (2018) Qualitätsmanagement; Illison & Kerner (2009) Praxisleitfaden Qualitätsmanagement im Krankenhaus; Kipperhardt et al. (2006) Krankenhaus-managementsysteme	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Quality management strategy	9291.00	Definition of company-wide quality management goals and measures at normative, strategic and operational levels, including transcendent, product-oriented, user-oriented, process-oriented and value-oriented perspectives in coordination with the risk strategy.	Quality defining; quality policy; quality culture; quality objectives; quality structures; quality planning; quality-related behaviour; quality assurance; quality control; quality documentation / manual; quality audits			Referring to Engelke (2008) Grundlagen der Aufbau- und Ablauforganisation p. 215; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche; Haubrock (2018) Qualitätsmanagement; Kipperhardt et al. (2006) Krankenhausmanagementsysteme; Töpfer (2017) Ansatz und Nutzen von Qualitätsinitiativen; Töpfer (2017) Ziele und Entwicklungsstufen der Qualitäts- und Risikosteuerung [Originals in German]	
Structure / potential quality management	9292.00	Company-wide planning, organization, control, assurance, monitoring and improvement of structural and potential quality	Performance potential / ability to provide a service in demand with personnel; equipment / amenities; physical / organizational working conditions, and access to patient contribution			Referring to Eichhorn & Oswald (2017) Grundlagen der Krankenhaus-Managementlehre [Original in German]; Haubrock, (2018) Qualitätsmanagement p. 558 [Original in German]	
Result quality management	9293.00	Company-wide planning, organization, control, assurance, monitoring and improvement of the quality of results in all areas as a result of process and structural quality.	All services actually rendered, or goods actually produced			Referring to Eichhorn & Oswald (2017) Grundlagen der Krankenhaus-Managementlehre [Original in German]; Haubrock (2018) Qualitätsmanagement. p. 558 [Original in German]; Preusker [Interview mit Mansky, Th.] (2012) „Qualitätsindikatoren helfen den Krankenhäusern, noch besser zu werden“ [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Risk management	9300.00	Securing of the company-wide risk management system for a All-measures-for-the systematic detection, analysis, evaluation, supervision and checking of risks	Risk management strategy; contingency planning for extraordinary incidents Refer to specific-sub-products	Medical risk management		Referring to SNV SN EN 15221-4:2011 (E) p. 23 and ISO 31000 (2009) Risk management principles and guidelines p. 9	
Risk management policy definition	9310.00	Definition of a risk strategy / risk management system in coordination with the quality management strategy Supporting risk strategies	Ensuring legal compliance; risk identification; risk analysis / assessment; risk evaluation; risk prioritization; definition of risk management (risk avoidance, risk reduction, risk transfer, risk acceptance); risk controlling / monitoring; complaints management; identification of opportunities / opportunity management			Referring to Buschmann & Schüpfer (2017) Risikomanagement als integraler Bestandteil der Unternehmenssteuerung im Krankenhaus [Original in German]; Haubrock (2018) Ökonomisches Risikomanagement [Original in German]; ISO 31000:2018-2 Risk management - Guidelines.; Löber (2017) Beschwerde- und Risikomanagement [Original in German]; Schär (2009) Bedeutung und Aspekte des Risikomanagements am Beispiel der Gesundheitswirtschaft [Original in German]	
Error management	9310.10	Management of error handling	Error detection; error recording / reporting; error analysis; error communication; learning from errors; developing an error culture			Referring to Utler (2006) Von der Schuldzuweisung zum Risikomanage [Original in German]; Utler (2017) Fehler-Management im Krankenhaus [Original in German]	
Contingency planning for extraordinary incidents	9390.00	Provision for major incidents, external risk situations, as well as biological, chemical and internal hazardous situations	Management of major events; special situations; extraordinary situations; external, biological, chemical and internal hazards Refer to specific-sub-products			Referring to Cwojdzinski et al. (2008) Guidelines for incident notification planning in hospitals [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Corporate identity	9400.00	Ensuring a company's strategic concept for corporate identity Branding, (corporate) responsibilities, government, architectural, web-based and fleet-related exposure; symbolically representing the Organization; FM as the glue of the company; the way in which the parent Organization contributes to the visual quality of the outside world – by its facilities.	Corporate identity strategy Refer to specific sub-products			Referring to SNV SN EN 15221-4:2011 (E) p. 23; Esch (n.d.) Corporate Identity	
Innovation support	9410.00	Measures to facilitate result-oriented, potential- and process-related innovations Provision of innovations concerning the FM Organization as well as innovative ideas for improving the effectiveness of the medical core services	Strive for, select, recognise, develop, accelerate, scale, expand, mobilise innovations			Referring to SNV SN EN 15221-4:2011 (E) p. 23; Braun von Reinersdorf (2007) Strategische Krankenhausführung - Vom Lean Management zum Balanced Hospital Management [Original in German]; Eichhorst (2017) Innovationsmanagement im Krankenhaus – strategische und organisatorische Erfolgsfaktoren [Original in German]; Flessa (2014) Grundzüge der Krankenhausbetriebslehre [Original in German]; Specht (n.d.) Innovationsstrategie [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Corporate identity strategy	9490.00	Definition of company-wide corporate identity measures	Corporate behaviour; corporate communication; corporate design; brand identity; management methods (Kaizen, lean, balanced, etc.); normative management (hospital operating policy, culture, management / leadership philosophy, change culture)			Referring to Braun von Reinersdorff (2007) Strategische Krankenhausführung - Vom Lean Management zum Balanced Hospital Management; Eichhorn (2008) Grundlagen der Krankenhaus-Managementlehre; Eichhorn & Oswald (2017) Entwicklung der Krankenhaus-Managementlehre; Esch (n.d.) Corporate Identity; Flessa (2014) Grundzüge der Krankenhausbetriebslehre; Haubrock (2018) Relevante Managementkonzepte in der Gesundheitswirtschaft; Malik (2017) Herausforderung Führung im Krankenhaus; Roeder & Bunzemeier (2017) Strukturierte Organisationsentwicklung; Töpfer (2017) Marktorientierte Ausrichtung und Gestaltung aller Klinikaktivitäten p. 470 et seq.; Töpfer (2017) Checkliste für erfolgreiches Change Management im Krankenhaus – 20-Punkte Sofortprogramm für Kliniken [Originals in German]	
Resources & sourcing management strategy	9500.00	Ensuring a company-wide resources / sourcing strategy in the area of non-medical support services	Strategic resource management; pricing / negotiation strategy; innovation promotion				
Strategic resource management	9591.00	Definition of a company-wide resource management concept					
Pricing / negotiation strategy	9592.00	Definition of the company-wide pricing / negotiation strategy					

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Asset / and portfolio strategy	9600.00	Securing a company-wide Superordinated strategic asset and portfolio and optimisation strategy planning activities and portfolio optimization in the area of the non-medical support services	Business model development; financing; investment; portfolio; multi-project / project portfolio management and programme management; cooperation; research & development strategy All services connected with the strategic planning of property and buildings, asset management activities with respect to real estate, management of vacant areas and subletting	Buying and selling activities (-> Project), investments ; internal relocations (see 2430), building improvements (-> Project), occupier fit-out (-> Project)		Referring to SNV SN EN 15221-4:2011 [Original in German] p. 25	
Investment, portfolio and multi-project management	9610.00	Ensuring an investment portfolio and multi-project management strategy in the area of non-medical support services					Separate listing
Financing strategy management	9620.00	Ensuring Definition of a company-wide financial management strategy in the area of non-medical support services				Referring to Schmidt-Rettig (2018) Managementstrukturen und Leitungsorganisation [Original in German]; Schnitzler (2017) Finanzmanagement [Original in German]	
Business model development strategy	9690.00	Definition of a business model development strategy				Referring to Braun von Reinersdorf & Rasche (2017) Entscheidungsorientiertes Klinikmanagement – Vom Zielsystem zum Wettbewerbsvorteil [Original in German]; Eichhorn (2008) Grundlagen der Krankenhaus-Managementlehre [Original in German]; Freytag (2017) Operatives und strategisches Krankenhausmanagement: Von der Erfolgsorientierung zur Innovation des Geschäftsmodells [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Investment strategy	9691.00	Definition of a company-wide investment strategy				Referring to Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche [Original in German]; Schnitzler (2017) Finanzmanagement [Original in German]	
Portfolio strategy	9692.00	Definition of a company-wide portfolio strategy				Referring to Braun von Reinersdorff (2007) Strategische Krankenhausführung - Vom Lean Management zum Balanced Hospital Management [Original in German]; Eichhorn & Oswald (2017) Entwicklung der Krankenhaus-Managementlehre [Original in German]; Flessa (2014) Grundzüge der Krankenhause Betriebslehre	
Multi-portfolio management / project portfolio management & program management strategy	9693.00	Definition of a company-wide multi-project management / project portfolio management and program management strategy				Referring to Eichhorn (2008) Krankenhausbetriebliche Grundlagen [Original in German]; Schmidt-Rettig (2018) Managementstrukturen und Leitungsorganisation [Original in German]	

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
Cooperation strategy	9694.00	Definition of a company-wide cooperation strategy	Mergers and acquisitions			Referring to Eichhorn (2008) Von der Krankenhausbetriebslehre zur Krankenhaus-Managementlehre; Eichhorn (2008) Grundlagen der Krankenhaus-Managementlehre; Engelke & Oswald (2017) Leistungen der administrativen Bereiche und Versorgungsbereiche; Lohfert (2017) Management und Planungsaufgaben; Quante (2017) Das Krankenhaus in neuen Versorgungs-konstellationen - Kooperationen und Netzwerke; Roeder & Bunzenmeier (2017) Strukturierte Organisationsentwicklung; Schmidt-Rettig (2018) Managementstrukturen und Leitungsorganisation; Tecklenburg (2017) Strategische Ausrichtung im Krankenhaus; Töpfer & Albrecht (2017) Konsequenzen für das strategische und operative Management von Kliniken bei sich verändernden und verschärfenden Rahmenbedingungen; Töpfer (2017) Nutzen strategischer und operativer Partnerschaften; Töpfer (2017) Mergers und Acquisitions (M&A) in Theorie und Praxis; Töpfer & Albrecht (2017) Umfassende Sichtweise und bessere Akzeptanz durch kooperative Analysen [Originals in German]	
Research & development strategy	9695.00	Definition of a company-wide research & development strategy					

Appendix Changes compared to version 1.0

Description of Service	Service No	General Description	Items included	Items excluded	Remarks / Indications for Healthcare Industry	Source	Comment / Justification of deleted service descriptions
ICT management	9700.00	Ensuring a company-wide ICT management strategy in the area of non-medical support services	ICT management strategy				
ICT-management strategy definition	9710.00	Definition of a company-wide ICT strategy in the area of the non-medical support services					