

# Intensive Care at Home – Top Level Processes



**60.0 Stakeholder Management  
Process Definition**

Process Owner: Patrik Hutzel

KPI's

Processes:

- 50.5 Customer Acquisition
- 50.1 Customer Service Chart
- 50.2 Administration (HR) Chart
- 50.3 Nursing Practice Chart
- 50.9 Control of Non-Conformance

Meetings  
Management

**61.0 Nursing Practice  
Process Definition**

Process Owner: Patrik Hutzel

KPI's

Processes:

- 50.0 Client Intake Chart
- 50.1 Customer Service Chart
- 50.2 Administration (HR) Chart
- 50.3 Nursing Practice Chart
- 50.9 Control of Non-Conformance

Meetings  
Management

**62.0 Customer Acquisition  
Process Definition**

Process Owner: Patrik Hutzel

KPI's

Processes:

- 26.4 MOU - Client
- 50.0 Client Intake Chart
- 50.5 Customer Acquisition
- 50.9 Control of Non-Conformance
- Website
- Brochures
- Social Media
- Referrals

Meetings  
Management

**63.0 Human Resources  
Process Definition**

Process Owner: Patrik Hutzel

KPI's

Processes:

- 50.0 Client Intake Chart
- 50.1 Customer Service Chart
- 50.2 Administration (HR) Chart
- 50.3 Nursing Practice Chart
- 50.7 Administration (Human Resources)
- 50.9 Control of Non-Conformance

Meetings  
Management