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**“The Twente Operating Room Manager Game”**

**Abstract:**

The operating room (OR) department of a hospital forms the heart of the organization, the single largest cost is incurred there. The talk presents and reports on the Operating Room Manager Game, developed to give insight into the planning process at a large hospital's OR theatre, and the difficulties of applying OR/MS techniques in healthcare. In the game, the players (usually competing groups of students) take on the role of management teams of the OR department, and in subsequent rounds follow the actual planning and scheduling process: starting with strategic choices on capacities for an upcoming year, and ending with daily, online planning of actual surgeries in each operating room. The game ends with each team also evaluating the strategies of all players. The game is motivated by the actual setting of a large academic hospital in the Netherlands, which also provided real-life data. It is currently used as part of the lecture on Optimization of Healthcare Processes in the Industrial Engineering & Management master's program at the University of Twente. It integrates students' foreknowledge regarding various OR/MS subjects, applied in a healthcare setting.