

Analytic Hierarchy Process (AHP) – decision making process in health care case study.

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Abstract.

The Analytic Hierarchy Process (AHP) - a multiple criteria decision-making tool – is used in decision-making process. Authors have used AHP to evaluate different options to hire health care workers - Physician, Nurse Practitioner, and Physician Assistant – and make the right decision for the organization. The organization faced an increasing demand to see patients. The criteria that are used to evaluate the health care providers was cost, patient satisfaction, patient outcome, and education. Super Decisions (2015) is used for analysis, synthesis, and decision-making based on the analytical, hierarchy process (AHP) methodology. This paper describes the synthesis process and the sensitive analysis that led to the final decision on hiring the health care worker.

Keywords. AHP, decision-making, health care, hiring.

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