

## Res. Asst. PhD ELİF ERBAY

### Personal Information

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### International Researcher IDs

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### Education Information

Doctorate, Ankara University, Sağlık Bilimleri Enstitüsü, Turkey 2018 - 2024

Postgraduate, Gazi University, Sosyal Bilimler Enstitüsü, Hospital Administration, Turkey 2015 - 2018

Undergraduate, Ankara University, Sağlık Bilimleri Fakültesi, Sağlık Kurumları Yöneticiliği Bölümü, Turkey 2011 - 2015

### Dissertations

Doctorate, Forecasting and Capacity Planning in Pre-Hospital Emergency Healthcare Services: The Case of Ankara, Ankara University, Sağlık Bilimleri Enstitüsü, Healthcare Institutions Management, 2024

Postgraduate, Perspectives of hospitals on the use of social media and review of websites of private hospitals in Ankara through content analysis, Gazi University, Sosyal Bilimler Enstitüsü, Sosyal Bilimler Enstitüsü, 2018

### Research Areas

Quantitative Methods, Healthcare Administration, Health Management

### Academic Titles / Tasks

Research Assistant, Ankara University, Sağlık Bilimleri Fakültesi, Sağlık Yönetimi Bölümü, 2017 - Continues

### Academic and Administrative Experience

Member of Sports Teams Coordination Commission, Ankara University, Sağlık Bilimleri Fakültesi, Sağlık Yönetimi Bölümü, 2022 - Continues

Student Community (ANSAYT) Support Commission Member, Ankara University, Sağlık Bilimleri Fakültesi, Sağlık Yönetimi Bölümü, 2022 - Continues

Exchange Programs (Mevlana/Farabi/Erasmus) Commission Member, Ankara University, Sağlık Bilimleri Fakültesi, Sağlık Yönetimi Bölümü, 2022 - Continues

Unit Academic Incentive and Performance Monitoring Commission Member, Ankara University, Sağlık Bilimleri Fakültesi, Sağlık Yönetimi Bölümü, 2022 - Continues

Exemption, Adjustment and Transfer Commission Member, Ankara University, Sağlık Bilimleri Fakültesi, Sağlık Yönetimi

Bölümü, 2021 - Continues

Birim Kalite Komisyonu Üyesi, Ankara University, Sağlık Bilimleri Fakültesi, Sağlık Yönetimi Bölümü, 2018 - Continues  
Faculty Mevlana, Farabi and Erasmus Exchange Program Commission Member, Ankara University, Sağlık Bilimleri Fakültesi, Sağlık Yönetimi Bölümü, 2017 - Continues

## Articles Published in Other Journals

- I. **Protective Factors, Stress and Anxiety Effects on the Resilience Levels of Healthcare Workers During COVID-19 Pandemic**  
TÜRKDOĞAN GÖRGÜN C., ERBAY E.  
Genel Tıp Dergisi, vol.34, no.4, pp.491-499, 2024 (Peer-Reviewed Journal)
- II. **Evaluation of Online Patient Complaints Regarding City Hospitals in Türkiye During the COVID-19 Pandemic: A Content Analysis Study**  
Çınar C., Erbay E., Çeliker G., Yıldırım A. S.  
Patient Experience Journal, vol.11, no.1, pp.121-130, 2024 (Peer-Reviewed Journal)
- III. **Ambulance Demand Forecasting: A Systematic Review of Existing Models**  
ERBAY E.  
Sağlık Hizmetlerinde Kuram ve Uygulama Dergisi, vol.4, no.1, pp.65-77, 2023 (Peer-Reviewed Journal)
- IV. **Reusable versus disposable surgical drapes: A cost-benefit analysis**  
Erbay E., Yalçın Ulutaş G., Akyürek Ç. E., Akyüz S.  
JOURNAL OF EXPERIMENTAL AND CLINICAL MEDICINE, vol.40, no.3, pp.578-584, 2023 (Scopus)
- V. **Global Trends of the Researches on COVID-19: A Bibliometric Analysis via VOSviewer**  
Kaya M., Erbay E.  
Ankara Sağlık Bilimleri Dergisi, vol.9, no.2, pp.201-216, 2020 (Peer-Reviewed Journal)
- VI. **Evaluation of the Work Environment from Employee Perspective: Ankara University Faculty of Health Sciences Case**  
Çakmak A., Erdovanyılmaz B., Karan B., Kara F., Alpaslan H. N., Tekin N. E., Kocaköse S., Mergen S., Erbay E.  
Sağlık Hizmetlerinde Kuram ve Uygulama Dergisi, vol.1, no.1, pp.43-48, 2020 (Peer-Reviewed Journal)
- VII. **Organizational Crisis and it's Management: A Research to Determine the Opinions of Ankara University faculty of health sciences staff**  
Kebelek E., Koçer E., Şahin G., Akçay I., Çoğuş M. Z., Büyükurvayli M., Topaç S., Erbay E.  
Sağlık Hizmetlerinde Kuram ve Uygulama Dergisi 1, vol.1, no.1, pp.26-35, 2020 (Peer-Reviewed Journal)
- VIII. **Determination of Business Life Characteristics and Expectations of Generation Z Students: The Sample of Ankara University**  
Pekel B., Çalışkan F., Doğan M., Öner S., Kaya T., Özyıldız Z., Erbay E.  
Sağlık Hizmetlerinde Kuram ve Uygulama Dergisi, vol.1, no.1, pp.1-9, 2020 (Peer-Reviewed Journal)
- IX. **Systematic Review of Multi-Criteria Decision-Making Applications in Hospitals**  
Erbay E., Akyürek Ç. E.  
Ankara Hacı Bayram Veli Üniversitesi İktisadi ve İdari Bilimler Fakültesi Dergisi (Online), vol.22, no.2, pp.612-645, 2020 (Peer-Reviewed Journal)
- X. **Content Analysis of Online Complaints about Private Hospitals**  
Karaağaç C., Erbay E., Esatoğlu A. E.  
MEHMET AKIF ERSOY UNIVERSITY JOURNAL OF SOCIAL SCIENCES INSTITUTE, vol.10, no.24, pp.281-304, 2018 (Peer-Reviewed Journal)
- XI. **A Research on Determining the Perspectives of Healthcare Management Department Undergraduate Students on Accounting Education: Case of Ankara University and Gazi University**  
Çil Koçyiğit S., Ekinci N., Erbay E.  
MEHMET AKIF ERSOY UNIVERSITY JOURNAL OF SOCIAL SCIENCES INSTITUTE, vol.9, no.18, pp.140-164, 2017 (Peer-Reviewed Journal)

## Books & Book Chapters

- I. **Human-Centered Gatekeeping: "Neyim Var?"**  
AKYÜREK Ç. E., TOYGAR Ş. A., ERBAY E.  
in: Human-Centered Service Design for Healthcare Transformation, Mario A. Pfannstiel, Editor, Springer, Cham, pp.137-147, 2023
- II. **Green Hospitals**  
Yalçın Ulutaş G., Erbay E.  
in: Health Management: Current Issues and Practical Knowledge, Sema Dökme Yağar, Fedayi Yağar, Editor, Eğitim Yayınevi, Ankara, pp.29-62, 2023
- III. **The e-Report System: Redesigning the Reporting in Turkish Healthcare Services**  
AKYÜREK Ç. E., TOYGAR Ş. A., ERBAY E.  
in: Service Design Practices for Healthcare Innovation, Pfannstiel Mario A., Brehmer Nataliia, Rasche Christoph, Editor, Springer, Cham, pp.157-169, 2022
- IV. **Economic epidemiology**  
Sonsuz A. A., Erbay E.  
in: Health Economics, Doç. Dr. Çağdaş Erkan AKYÜREK, Editor, Nobel Akademik Yayıncılık, Ankara, pp.449-471, 2021
- V. **Entrepreneurship and Financing Sources in Health Sector**  
Akyürek Ç. E., Erbay E.  
in: Entrepreneurship and Innovation in the Health Sector, Prof. Dr. Elif DİKMETAŞ YARDAN, Editor, Nobel Akademik Yayıncılık, Ankara, pp.235-264, 2021
- VI. **The Economics of Health Externalities**  
Sonsuz A. A., Erbay E.  
in: Health Economics, Doç. Dr. Çağdaş Erkan AKYÜREK, Editor, Nobel Akademik Yayıncılık, Ankara, pp.428-448, 2021
- VII. **Systematic Review of Motivation Studies in Healthcare Institutions**  
Erbay E., Esatoğlu A. E.  
in: Fundamental Issues in Health Economics and Healthcare Institutions Management, İsmail AĞIRBAŞ, Editor, Siyasal Kitabevi, Ankara, pp.237-270, 2019
- VIII. **Content Analysis of Newspaper Coverage of Medical Malpractice**  
Erbay E., Esatoğlu A. E.  
in: Health Sciences Research in the Globalizing World, Elena ALEXANDROVA, Nelya Lukpanovna SHAPEKOVA, Bilal AK, Fügen ÖZCANASLAN, Editor, KLIMENT OHRIDSKI UNIVERSITY PRESS, Sofija, pp.956-973, 2018
- IX. **Reputation Management in Healthcare**  
Erbay E., Esatoğlu A. E.  
in: Developments in Health Sciences, Özdemir B, Shapekova N L, Ak B, Yıldız H, Ozcanarslan F, Ivanova L, Editor, St. Kliment Ohridski University Press, Sofija, pp.591-610, 2017

## Refereed Congress / Symposium Publications in Proceedings

- I. **Aydınlatmada Enerji Verimliliği: Bir Hastanede LED ve Floresan Lambaların Maliyet Analizi**  
Yalçın Ulutaş G., Erbay E., Akyürek Ç. E., Akyüz S.  
7. Uluslararası 17. Ulusal Sağlık ve Hastane İdaresi Kongresi, Balıkesir, Turkey, 17 October 2024
- II. **Öğrenci Gözünden Sağlık Yönetimi Müfredatı**  
Akyürek Ç. E., Erbay E., Karataş B. M., Tezcan H., Develi T. B., Şahin Y.  
7. Uluslararası 17. Ulusal Sağlık ve Hastane İdaresi Kongresi, Balıkesir, Turkey, 17 October 2024
- III. **Sağlık Bakanlığı 2019-2023 Stratejik Planı Hedeflerine Ne Kadar Ulaşıldı?**  
Erbay E., Akyürek Ç. E.  
7. Uluslararası 17. Ulusal Sağlık ve Hastane İdaresi Kongresi, Balıkesir, Turkey, 17 - 19 October 2024

- IV. **Eđitim Akreditasyonunun Lisans Programlarına Katkısı: Ankara Üniversitesi Sağlık Yönetimi Bölümü Örneđi**  
Esatođlu A. E., Akbulut Y., Erbay E., Uđurluođlu Aldođan E.  
7. Uluslararası 17. Ulusal Sağlık ve Hastane İdaresi Kongresi, Balıkesir, Turkey, 17 - 19 October 2024
- V. **Skills for tomorrow's healthcare: a study on hospital staff in Türkiye**  
SARIÇOBAN S., ERBAY E., YALÇIN ULUTAŞ G., DÖKME YAĐAR S., Cengiz C., Gerçek E., YAĐAR F.  
EHMA (The European Health Management Association), Bükreş, Romania, 07 June 2024
- VI. **Circular economy practices in healthcare institutions: a bibliometric analysis**  
YALÇIN ULUTAŞ G., ERBAY E., SARIÇOBAN S., DÖKME YAĐAR S., Cengiz C.  
EHMA (The European Health Management Association), Bükreş, Romania, 05 June 2024
- VII. **Cost Analysis Studies within Healthcare Institutions: Challenges and Proposed Solutions**  
Yalçın Ulutaş G., Erbay E.  
6. Uluslararası 16. Ulusal Sağlık ve Hastane İdaresi Kongresi, Konya, Turkey, 12 October 2023
- VIII. **Cost Analysis of Reusable Surgical Drapes**  
Erbay E., Yalçın Ulutaş G., Akyürek Ç. E.  
5. Uluslararası 15. Ulusal Sağlık ve Hastane İdaresi Kongresi, Samsun, Turkey, 13 October 2022
- IX. **Innovation in Healthcare: Practices, Benefits and Challenges**  
YALÇIN ULUTAŞ G., ERBAY E., AKYÜREK Ç. E.  
4th International Health Sciences and Management Conference, 20 - 23 June 2019
- X. **Content Analysis of the YouTube Channel of the Ministry of Health of Türkiye**  
Yalçın G., Erbay E.  
3. Uluslararası Sağlık Bilimleri Kongresi, Ankara, Turkey, 29 November - 01 December 2018
- XI. **Content Analysis of the Advertising Bans in the Health Sector**  
Yalçın G., Erbay E.  
2. Uluslararası 12. Ulusal Sağlık ve Hastane İdaresi Kongresi, Muđla, Turkey, 11 - 13 October 2018
- XII. **A Review of Online Complaints of Patients and Their Relatives**  
Karaađaç C., Erbay E., Esatođlu A. E.  
1st International 11th Conference of Health and Hospital Administration, Trabzon, Turkey, 13 - 15 October 2017

## Scientific Refereeing

Sađlık Hizmetlerinde Kuram ve Uygulama Dergisi/The Journal of Theory and Practice in Healthcare, National Scientific Refreed Journal, August 2024

Sađlık Hizmetlerinde Kuram ve Uygulama Dergisi/The Journal of Theory and Practice in Healthcare, National Scientific Refreed Journal, July 2022

## Metrics

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