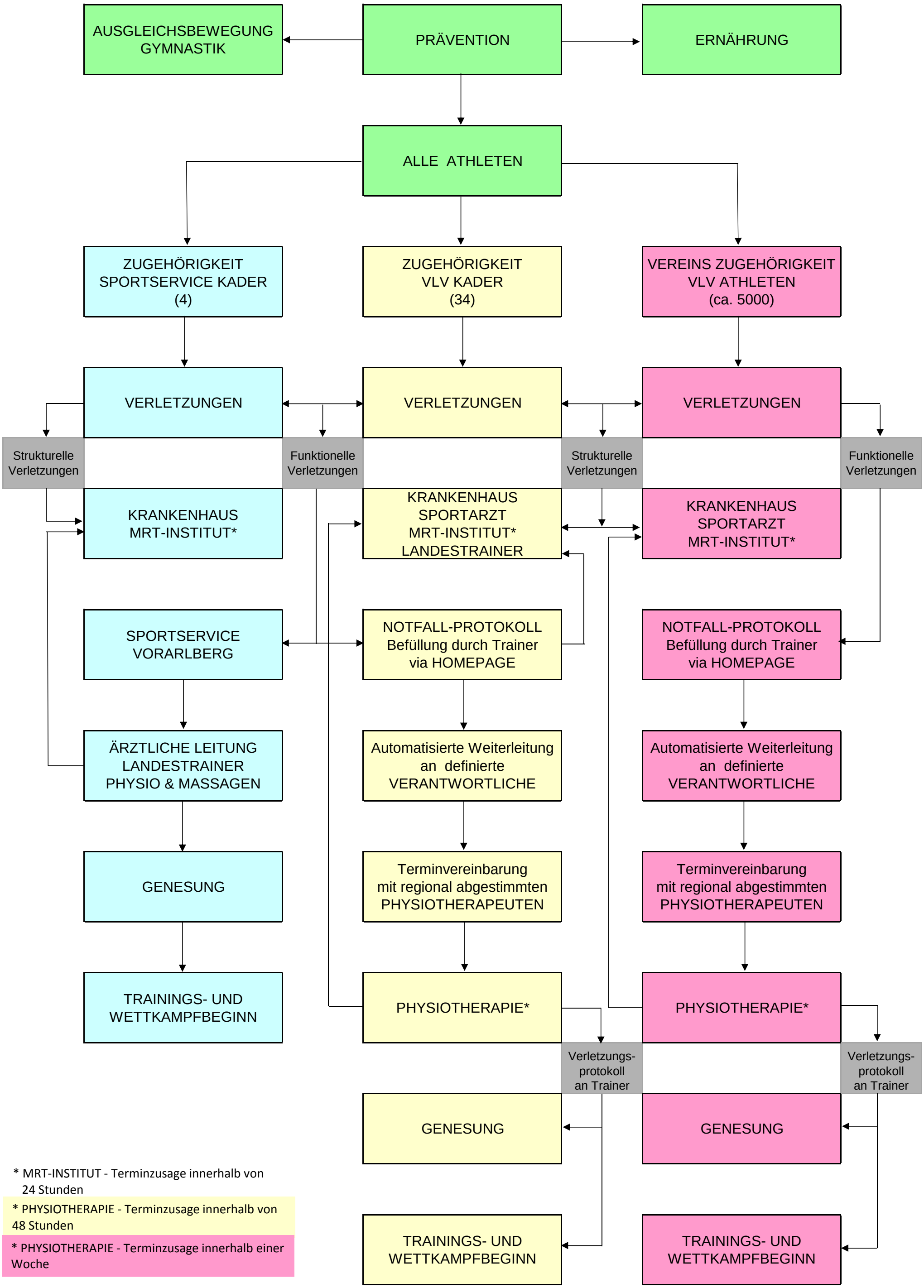Prozesse Gesundheitsmanagement