

THE IMPORTANCE OF KEY PERFORMANCE INDICATORS IN HOSPITAL ACTIVITY

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Introduction

Key performance indicators play an essential role in enhancement of management in medical institutions. Hospitals consume more than 50 percent of total health resources . The knowledge and proper use of indicators offers the possibility to increase the quality in providing medical services.

Material and methods

For study realization were used medical sources - international and local literature, statistics, scientific publications and individual researches. Were selected approximate 20 studies and 50 articles with reference to the topic. The literature review included 47 bibliographic sources.

Conclusions

The model of studied indicators can be used for the performance assessment in hospitals and allows to recognize critical points cost efficiency of institution (SWOT analysis).This model can be adjusted according to hospital profile.

Results. After analyzing the data 22 performance indicators were selected and classified under four aspects: Internal Process - 10; Finance -5 ; Learning and Growth - 4 ; Patient - 3 . The analyzed model for assessment and management activities and organizational success is “Balanced Scorecard (BSC)”- being considered a powerful tool and system for achieving the goal mentioned above.

Purpose

The purpose of this study is to provide a narrative review of performance indicators that play a key role in streamlining hospital management. Performed study is secondary type, qualitative and presents a literary review.



Figure 1. Hospital strategy management.

Keywords: key performance indicators; hospital management; medical services.

BSC perspectives	Indicators	Indicators
Finance	Ratio of total revenue to total costs	the cost of drugs and materials
	% Deductions of hospital	%Personnel costs of total costs
	Average expenditures per bed per day	
Internal Process	average Length of stay	Discharge with Personal satisfaction
	Bed occupancy	Hospital infection rate
	bed turnover	Clinical errors
	Mortality rate	Mean Length of stay in emergency department
	Cancelled operations	Emergency Room (ER) waiting time
		Training expenditures per capita
Learning and Growth	Staff satisfaction rate	Employee absenteeism rate
	Staff turnover	Rate of Patient complaints
Patient	The facilities for families and visitors	
	Patients satisfaction percentage	

Table 1. Performance indicators model of hospital activity.