

CONSACRAT ANIVERSĂRII A 75-A DE LA FONDAREA USMF "NICOLAE TESTEMIȚANU"

THE IMPORTANCE OF KEY PERFORMANCE INDICATORS IN HOSPITAL ACTIVITY

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.

Ivanes Igor, Spinei Larisa, Goma Ludmila, Globa Nina, Nicov Irina **Chair Management and Psychology, SMUPh "Nicolae Testemitanu"**

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.

services.

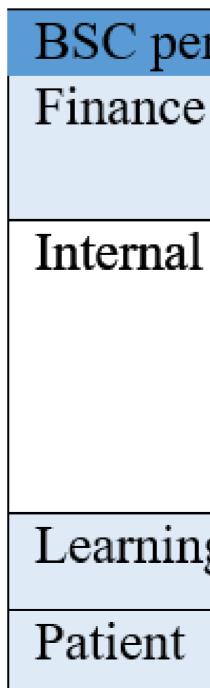


Table 1. Performance indicators model of hospital activity.

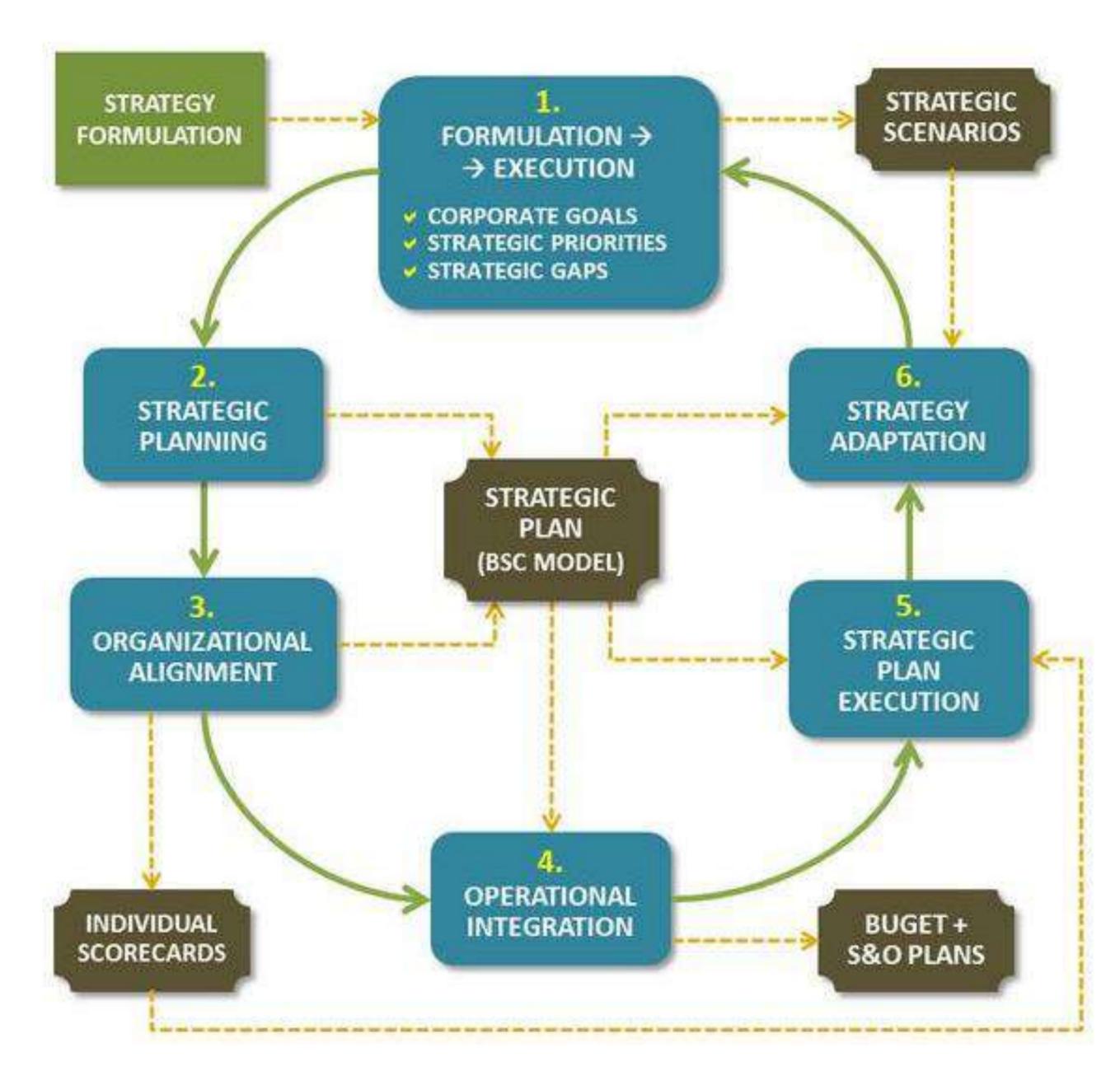


Figure 1. Hospital strategy management.

Keywords: key performance indicators; hospital management; medical

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e	Ratio of total revenue to total costs
	% Deductions of hospital
	Average expenditures per bed per day
l Process	average Length of stay
	Bed occupancy
	bed turnover
	Mortality rate
	Cancelled operations
ng and Growth	Staff satisfaction rate
	Staff turnover
	The facilities for families and visitors
	Patients satisfaction percentage

Indicators
the cost of drugs and materials
%Personnel costs of total costs
Discharge with Personal satisfaction
Hospital infection rate
Clinical errors
Mean Length of stay in emergency
department
Emergency Room (ER) waiting time
Training expenditures per capita
Employee absenteeism rate
Rate of Patient complaints

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