

### Key Performance Indicators in an External Evaluation Body in Taiwan

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**Objective:**

- The mission – To be the promoter of healthcare quality
- Measure performance in three scopes –
  - Enhancing Healthcare Quality
  - Increasing International Participation and Collaboration
  - Strengthening Internal Development.

**Table 1: KPI Overview (2006-2008)**

Scope	Enhancing Healthcare Quality			Increasing International Participation and Collaboration		Strengthening Internal Development			Total
	Accreditation and Certification	Healthcare Quality Facilitation and Promotion	International Interaction	International Consultation	Finance Independent	Publicity Elevation	Resource Integration and Staff Nurture		
KPI	5	0	4	2	3	5	5	33	
Sub-KPI	19	15	4	2	7	5	4	58	
Completion rate (%)	47.4% (9)	33.3% (5)	100% (4)	0	71.4% (5)	80% (4)	83.3% (5)	52.2% (32)	
Indicators with an increasing trend (%)	44.4% (4)	60% (3)	50% (2)	-	40% (2)	25% (1)	40% (2)	43.8%	
Indicators with a decreasing trend (%)	22.2 (2)	21.4% (3)	0	0	20 (1)	0	0	12.9%	

Completed data collection from 2006 to 2008

### Increasing / Decreasing Trends

**Table 2: Indicators with Increasing Trends**

Scope	Increasing Trend
Enhancing Healthcare Quality	1. type of accreditation, certification and survey. 2. coverage rate of on-site visit for postgraduate Year primary medicine training. 3. satisfaction on follow-up survey. 4. participation rate of Taiwan Patient Reporting System from healthcare institutions. 5. participation rate of Taiwan Quality Indicator Project from hospitals. 6. number of external persons received training from TJCHA.
Increasing International Participation and Collaboration	7. number of visits with other international organizations. 8. number of visiting countries. 9. number of research publications.
Strengthening Internal Development	10. type of income sources. 11. ratio of income from Department of Health, Executive Yuan, Taiwan. 12. number of visits with other domestics organizations. 13. volume of publication selling 14. staff training frequency.

**Table 3: Indicators with Decreasing Trends**

Scope	Decreasing Trend
Enhancing Healthcare Quality	1. coverage rate in Taiwan hospital accreditation 2. satisfaction on psychiatry hospital accreditation 3. number of external complaints 4. participation rate of national Healthcare Quality Improvement Campaign.

### Satisfaction Survey for Accreditation & Certification

The satisfaction rate has dropped in 2008

Satisfaction on Psychiatry Hospital Accreditation has dramatically decreased

- Decreased number in 2008 Accredited Psychiatry Hospital
- Using 3 degrees for satisfaction questionnaire

Apply 5 degrees for satisfaction questionnaire since 2009

2006-2008 Proportion of income sources

Goal of Finance Independence – Increasing income from “Self-Run Project”

Based on the data of 2006 and 2007, set target at 10% for 2008.