

429: INDICATORS FOR THE EVALUATION OF HEALTHCARE DELIVERY NETWORKS

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Objective:

The 1996's reform of the French health care system encouraged the development of new types of organizations such as healthcare networks and gatekeeping systems and mandated their assessment. The underlying hypothesis given that improving communication between the physicians in charge of a disease type and possibly introducing financial incentives would result in improved efficiency. The reform did not, however, specify the assessment method.

Methods:

Our objective was to appraise performance indicators used for assessment of new health care delivery systems. Health care indicators are used to identify deficiencies in health care, to compare structures or activities and to follow performance over time. We used Parsons' social system action theory to develop an approach to healthcare delivery network performance management. Many definitions of the organizational performance can be found in the literature. We have attempted to synthesize this literature and we performed interviews (case-studies and data extraction form) in order to validate and adapt performance indicators.

Results :

A total number of 4 dimensions of performance and the interactions between them were studied. Nine French health care delivery networks were assessed with regards to both adaptation, goal attainment, production, and culture and values maintaining. A larger set of performance dimensions were studied and validated or invalidated. We discuss the advantages of our proposed indicators in comparison with the usual ways of evaluating networks performance.

Conclusions:

We have proposed indicators in the evaluation of healthcare delivery networks and recommendations for their use. These new indicators are often more complex than the usual organizational performance models but clarify the relationships among the different dimensions of performance. Preliminary results indicate that it seems possible to implement those in healthcare delivery networks.