

TARGETING PERFORMANCE DATA MANAGEMENT WITH EASY CONCEPTS AND GENERIC SOFTWARE TOOLS

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Cap Gemini Ernst & Young (CGEY) has had the opportunity to work in the field of Indicators for Public Health in the context of the EUPHIN project (European Union Public Health Information Network). The EUPHIN network was developed for the European Commission (DG Sanco).

CGEY developed several applications for EUPHIN, some of which are meant to provide indicator – level public health information to end users throughout Europe.

Based on our experience in these and other projects, we will elaborate on 3 lessons learned, all contributing to a more effective implementation of indicator – based decision support systems.

First, we will highlight the importance of a top – down approach for performance management, as opposed to the common practice in many international projects, mostly starting from an inventory of existing data sources which ‘might be interesting’. A top-down view helps to focus on aspects (and data) that are really important for decision-makers.

Secondly, we will explain conceptually how we have designed indicator models in the context of EUPHIN as a set of measures along different reporting dimensions. The concept has proven to be generic and applicable for more than 80% of the health care indicators we came across. Generic concepts can easily be implemented in common generic tools like Multi Dimensional Data Bases. They thus contribute to faster and easier implementation of indicator – based systems.

Finally, we will elaborate on the major barrier we have encountered for international performance management systems: the differences in data definitions (or even real life event definitions to be recorded as data) make transnational comparison impossible. This can only be solved through effective international collaboration. Instead of attacking all data issues simultaneously, the top down approach discussed before will help to establish priorities and to focus on these areas most important for decision makers.