


Volume 13, 18 December 2013

Publisher: Igitur publishing

URL: <http://www.ijic.org>

Cite this as: Int J Integr Care 2013; WCIC Conf Suppl; [URN:NBN:NL:UI:10-1-115960](https://nbn-resolving.org/urn:nbn:nl:ui:10-1-115960)

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Poster Abstract

Dimensions to consider in the development of Hospital Centres performance evaluation framework

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Abstract

Objectives: The objective of this paper is to define the main dimensions to consider in the Hospital Centre (HC) performance evaluation framework. The horizontal integration process in Portugal entails the integration of two or more hospital units in one HC.

Methodology: The research team conducted a qualitative study using interviews to identify the main dimensions to include in the performance framework. A sample of healthcare management experts was selected. The selection was based on their knowledge, past participation (directly or indirectly) and the responsibility level at the decision process at the time of HC creation.

Results: The main dimensions identified by the experts to evaluate the integration on-going process were related with costs reduction, a rational use of resources and quality of care. Other aspects related to patient accessibility and personalization of care were also mentioned.

Conclusions: The integration process never ends, so there is a need to include in the performance evaluation framework of the HC a component related to the integration process. The development of such framework in which the different perspectives are evolved could result in performance improvement in the most valuable dimensions, and, in consequence, better hospital care.

Keywords:

evaluation framework, horizontal integration, performance dimensions
