Performance Measurement for Health System Improvement

In a world where there is increasing demand for the performance of health providers to be measured, there is a need for a more strategic vision of the role that performance measurement can play in securing health system improvement. This volume meets this need by presenting the opportunities and challenges associated with performance measurement in a framework that is clear and easy to understand. It examines the various levels at which health system performance is undertaken, the technical instruments and tools available, and the implications using these may have for those charged with the governance of the health system.

Leading authorities in the field present technical material in an accessible way and illustrate with examples from all over the world. Performance Measurement for Health System Improvement is an authoritative and practical guide for policy makers, regulators, patient groups and researchers.

Edited by
Peter C. Smith is Professor of Health Policy in the Business School and Institute for Global Health at Imperial College, London.

Elias Mossialos is Professor of Health Policy at the London School of Economics and Political Science, Co-Director of the European Observatory on Health Systems and Policies and Director of LSE Health, United Kingdom.

Irene Papanicolas is Research Associate and Brian Abel-Smith Scholar at LSE Health, the London School of Economics and Political Science.

Sheila Leatherman is Research Professor at the Gillings School of Global Public Health, University of North Carolina and Visiting Professor at the London School of Economics and Political Science, United Kingdom.
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Performance measurement for health system improvement

Experiences, challenges and prospects

EDITED BY

PETER C. SMITH
(Imperial College Business School)

ELIAS MOSSIALOS
(LSE Health and European Observatory on Health Systems and Policies, the London School of Economics and Political Science)

IRENE PAPANICOLAS
(LSE Health and European Observatory on Health Systems and Policies, the London School of Economics and Political Science)

SHEILA LEATHERMAN
(School of Public Health, University of North Carolina)
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Foreword

NATA MENABDE
Deputy Regional Director, WHO Regional Office for Europe

The provision of relevant, accurate and timely performance information is essential for assuring and improving the performance of health systems. Citizens, patients, governments, politicians, policy-makers, managers and clinicians all need such information in order to assess whether health systems are operating as well as they should and to identify where there is scope for improvement. Without performance information, there is no evidence with which to design health system reforms; no means of identifying good and bad practice; no protection for patients or payers; and, ultimately, no case for investing in the health system.

Performance information offers the transparency that is essential for securing accountability for health system performance, thereby improving the health of citizens and the efficiency of the health system. However, most health systems are in the early stages of performance measurement and still face many challenges in the design and implementation of these schemes. This book brings together some of the world’s leading experts on the topic and offers a comprehensive survey of the current state of the art. It highlights the major progress that has been made in many domains but also points to some unresolved debates that require urgent attention from policy-makers and researchers.


Following on from Tallinn, the WHO Regional Office for Europe is committed to support Member States in their efforts to develop health system performance assessment. Measurable results and better performance data will help countries to support service delivery institutions...
in their efforts to learn from experience; strengthen their health intelligence and governance functions; and contribute to the creation of a common ground for cross-country learning. By enabling a wide range of comparisons (for example, voluntary twinning or benchmarking) improved performance measurement should facilitate better performing health systems and thus the ultimate goal of a healthier Europe.
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List of contributors

Sara Allin is Post-Doctoral Fellow in the Department of Health Policy, Management and Evaluation at the University of Toronto, Canada.

David C. Aron is Co-Director of the VA Health Services Research and Development Quality Enhancement Initiative (QUERI) Center for Implementation Practice and Research Support (CIPRS) at the Louis Stokes Cleveland Department of Veterans Affairs Medical Center and Professor of Medicine, Epidemiology and Biostatistics at Case Western Reserve University School of Medicine, Cleveland, Ohio, USA.

Chris Bain is Reader in Epidemiology in the School of Population Health, University of Queensland, Australia.

David W. Bates is Chief at the Division of General Internal Medicine and Primary Care, Brigham and Women’s Hospital and Professor of Medicine, Harvard Medical School, Boston, MA, USA.

Reinhard Busse is Professor of Health Management at Technische Universität, Berlin.

Somnath Chatterji is Team Leader of Multi-Country Studies, Health Statistics and Informatics (HSI), World Health Organization, Geneva.

Douglas A. Conrad is Professor of Health Services and Department of Health Services Director at the Center for Health Management Research, University of Washington.

Jean-Noël DuPasquier is Chief Economist at Me-Ti SA health and private consultant, Carouge, Switzerland.

Arnold M. Epstein is John H. Foster Professor and Chair of the Department of Health Policy and Management at the Harvard School of Public Health and Professor of Medicine and Health Care Policy at Harvard Medical School, Boston, MA, USA.
List of contributors

Harriet Finne-Soveri is Senior Medical Officer and RAI project manager at the National Institute for Health and Welfare STAKES, Finland.

Ray Fitzpatrick is Professor at the Division of Public Health and Primary Health Care, University of Oxford and Fellow of Nuffield College, Oxford.

Sandra Garcia-Armesto is Health Economist/Policy Analyst for the Health Care Quality Indicators project at the OECD Directorate for Employment, Labour and Social Affairs.

Ruedi Gilgen is Attending Physician and Geriatrician at Waid City Hospital, Zürich, Switzerland and a principle in Q-Sys, a health information company providing quality data to participating providers.

Maria Goddard is Professor of Health Economics at the Centre for Health Economics, University of York.

Olivia Grigg is a scientist at the MRC Biostatistics Unit, Institute of Public Health, University of Cambridge.

Unto Häkkinen is Research Professor at the Centre for Health Economics (CHESS) in the National Institute for Health and Welfare (STAKES), Helsinki, Finland.

Cristina Hernández-Quevedo is Research Fellow at the European Observatory on Health Systems and Policies based at the London School of Economics and Political Science, London.

John P. Hirdes is Professor in the Department of Health Studies and Gerontology at the University of Waterloo, Ontario, Canada.

Lisa I. Iezzoni is Professor of Medicine at Harvard Medical School and Director of the Institute for Health Policy, Massachusetts General Hospital.

Rowena Jacobs is Senior Research Fellow at the Centre for Health Economics, University of York.

Sowmya Kadandale is Technical Officer at the Department for Health System Governance and Service Delivery, World Health Organization, Geneva.
Niek Klazinga is Coordinator, Health Care Quality Indicator Project, OECD, Paris and Professor of Social Medicine, Academic Medical Centre, University of Amsterdam.

Helen Lester is Professor of Primary Care at the University of Manchester.

Cristina Masseria is Research Fellow in Health Economics at the London School of Economics and Political Science, London.

David McDaid is Senior Research Fellow at the London School of Economics and Political Science and European Observatory on Health Systems and Policies.

Elizabeth A. McGlynn is Associate Director of RAND Health.

Martin McKee is Professor of European Public Health at the London School of Hygiene & Tropical Medicine and Head of Research Policy at the European Observatory on Health Systems and Policies.

Vincent Mor is Professor and Chair of the Department of Community Health at the Brown University School of Medicine.

Ellen Nolte is Director, Health and Healthcare, RAND Europe, Cambridge.

Amit Prasad is Technical Officer at WHO Kobe Centre, Kobe, Japan.

Nigel Rice is Professor of Health Economics at the Centre for Health Economics, University of York.

Silvana Robone is Research Fellow at the Centre for Health Economics, University of York.

Martin Roland is Professor of Health Services Research in the University of Cambridge.

Thomas D. Sequist is Assistant Professor of Medicine and Health Care Policy at Harvard Medical School and Brigham and Women’s Hospital, Boston, MA, USA.

Paul G. Shekelle is Staff Physician, West Los Angeles Veterans Affairs Medical Center, Los Angeles and Director, Southern California Evidence-Based Practice Center, RAND Corporation, Santa Monica, California.
List of contributors

David Speigelhalter is Senior Scientist at the MRC Biostatistics Unit, Institute of Public Health, University of Cambridge.

Andrew Street is Professor of Health Economics at the Centre for Health Economics, University of York.

Darcey D. Terris is Senior Scientist at the Mannheim Institute of Public Health, Social and Preventive Medicine, Universitätmedizin Mannheim, Medical Faculty Mannheim, Heidelberg University, Mannheim, Germany.

Nicole Valentine is Technical Officer in the Department of Ethics, Equity, Trade and Human Rights at the World Health Organization, Geneva.

Jeremy Veillard is Regional Adviser, ad interim, Health Policy and Equity Programme at the World Health Organization Regional Office for Europe, Copenhagen.

Adam Wagstaff is Lead Economist (Health) in the Development Research Group (Human Development and Public Services Team) at The World Bank, Washington DC, USA.

Editors

Sheila Leatherman is Research Professor at the Gillings School of Global Public Health, University of North Carolina and Visiting Professor at the London School of Economics and Political Science.

Elias Mossialos is Professor of Health Policy at the London School of Economics and Political Science, Co-Director of the European Observatory on Health Systems and Policies and Director of LSE Health.

Irene Papanicolas is Research Associate and Brian Abel-Smith Scholar at LSE Health, the London School of Economics and Political Science.

Peter C. Smith is Professor of Health Policy in the Business School and Institute for Global Health at the Imperial College, London.
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