

USE QUANTITATIVE INDICATORS TO MONITOR THE PERFORMANCE OF TEACHING HOSPITALS PERFORMED "2-YEARS MEDICAL STAFFS TRAINING PROGRAMS" IN TAIWAN

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Introduction

The Ministry of Health and Welfare (MOHW) of Taiwan planned a "2-years medical staff training programs" that supported and reimbursed each teaching hospital in executing the training programs for post-graduate medical staffs since 2007. Since 2011, the Joint Commission of Taiwan (JCT) attempted to establish quantitative indicators to monitor the performance of teaching hospitals performed the training programs.

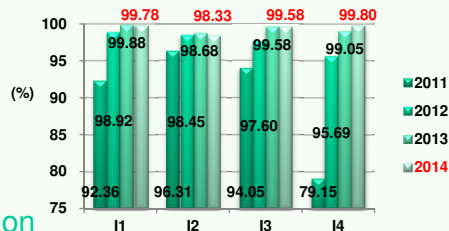
Methodology

We established a committee for designed the objectives and formulas of quantitative indicators. Based on the "Balance Score Card", we classified these quantitative indicators under four perspectives, including Customer, Internal processes, Learning and Growth, and Financial. We selected part of quantitative indicators (I1, I2, I3 and I4) for analyze the long-term trend of performance of teaching hospital performed the training programs.

Perspective	Quantitative Indicators
Internal processes	I1: The ratio of new trainees accomplished the pre-assessment
	I2: The ratio of trainees accomplished post-assessment of every training phase
	I3: The ratio of trainees accomplished the assessment in the end of training programs
	I4: The ratio of instructors be assessed by multiple assessment

Results

The results showed that the values of each quantitative indicators were continuous increased during the period from 2011 to 2014. The increased rate of each indicator including I1, I2, I3 and I4 were 8.03%, 2.10%, 5.88% and 26.09% respectively.



Conclusion

The values monitored from quantitative indicators reported by all teaching hospitals were been a continuous increase trend until 2014. The results demonstrate that teaching hospitals were been focused progressively in the development of multiple assessments of instructors assessed. The present study indicates that quantitative indicators could monitor the teaching performance and guide teaching hospitals to improve the teaching quality of its training programs continuously.