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

Yang CJ, Lee SH, Su HC, Chiu HY, Chung HC, Chen YF
Division Of Primary Care Medicine, The Joint Commission Of Taiwan, Taiwan

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 Scored 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.

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.