[](http://ksu.edu.sa/?ref=subsitelogo)King Saud University

College of Business Administration

Quantitative Analysis Department (QUA)

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| **Performance Measurement and Analysis for Health Organizations** |

Instructor:

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**Course Description**

The changing nature of today's health organizations, including pressure to reduce costs, improve the quality of care and meet stringent guidelines, has forced health professionals to re-examine how they evaluate their performance. Many health organizations still struggle with what measures to select and how to use the results of those measures.

This course is intended to help health professionals appreciate healthcare quality concepts and improve their performance measurement systems by following a few simple rules. It consists of an insight into an effective measurement system that integrates initiatives, aligns organizational units and resources, and improves performance.

**Course Objectives**

* Understand the objectives and dynamics of performance measurement in healthcare.
* Understand Performance Measurement Process in health organizations
* Apply the knowledge gained to effectively use performance measurement in the workplace to improve quality and safety in healthcare.
* To be familiar with performance measures being used in practice.

**Course Outline**

* Overview of performance measurement system in healthcare.
* Defining and measuring performance in healthcare.
* Methods of performance measurement
* Performance measurement cycle & process.
* Performance measurement tools & techniques in healthcare.
* Benchmarking and best practices
* Data quality and data validity
* Statistical tools for analyzing and summarizing performance measures

**Course Evaluation**

1. Class Participation (20%)
2. Midterm Exam (20%)
3. Project (20%)
4. Final Exam (40%)

**Text books**

1. Management by Measurement: Designing Key Indicators and Performance Measurement Systems,

Author: Fiorenzo Franceschini

1. Performance Measurement in Corporate Governance

Author: Alex Manzoni

1. Performance Measurement

Author: Stefano Tonchia

**Course Contents and Plan**

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| READING | DATE | TOPIC | LECTURE |
|  | 8/2/015 | Introduction to Performance Measurement | 1 |
|  | 15/2/2015 | Performance Measurement Methodology | 2 |
|  | 22/2/2015 | Defining performance measurement in the health sector | 3 |
|  | 1/3/2015 | Performance Measures for Health Care Systems | 4 |
|  | 8/3/2015 | Key Performance Indicators to Monitor Healthcare Quality | 5 |
|  | 29/3/2015 | Key Performance Indicators to Monitor Healthcare Quality | 6 |
|  | **5/4/2015** | **Midterm Exam** | 7 |
|  | 12/4/2015 | PERFORMANCE MANAGEMENT in Healthcare | 8 |
|  | 19/4/2015 | Tools for Performance Measurement in Health Care | 9 |
|  | 26/4/2015 | Performance measurement in other countries | 10 |
|  | 3/5/2015 | Performance measurement in other countries | 11 |
|  | 10/5/2015 | Performance measurement in other countries | 12 |
|  | 17/5/2015 | The MOH Strategic Plan | 13 |
|  | 24/5/2015 | The MOH Strategic Plan | 14 |
|  | **31/5/2015** | **Final Exam** | 15 |