

Research Dialogues

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MEASURING THE PERFORMANCE IN HEALTHCARE: WHICH METHOD? A SYSTEMATIC LITERATURE REVIEW

Abstract

By developing a systematic literature review, this paper investigates and classifies the different performance measurement tools adopted in healthcare, aiming to draw the state of the art of the subject and relating the performance measurement tool to the healthcare system model in which it is adopted. This may be useful in highlighting whether a certain performance measurement model may be more suitable in a given health system model, thus one that has hospitals and healthcare companies operating according to certain principles. Moreover, the literature review aims to study the characteristics of performance measurement models and highlight their strengths and weaknesses

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