

Healthcare Service Delivery: Excellence,

Uniqueness and Outcomes



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- Working within teams
- Encouraging contribution
- Building & maintaining relationships
- Developing networks

- Evaluating Impact
- Making decisions
- Applying knowledge & evidence
- Identifying the contexts for change



- Working within teams
- Encouraging contribution
- Building & maintaining relationships
- Developing networks

- Facilitating transformation
- Encouraging improvement & innovation
- Critically evaluating
- Ensuring Patient safety

- Managing Performance
- Managing People
- Managing Resources
- Planning

The wheel of service delivery

In a typical healthcare setting

Left brain

Operational logistics of service delivery:

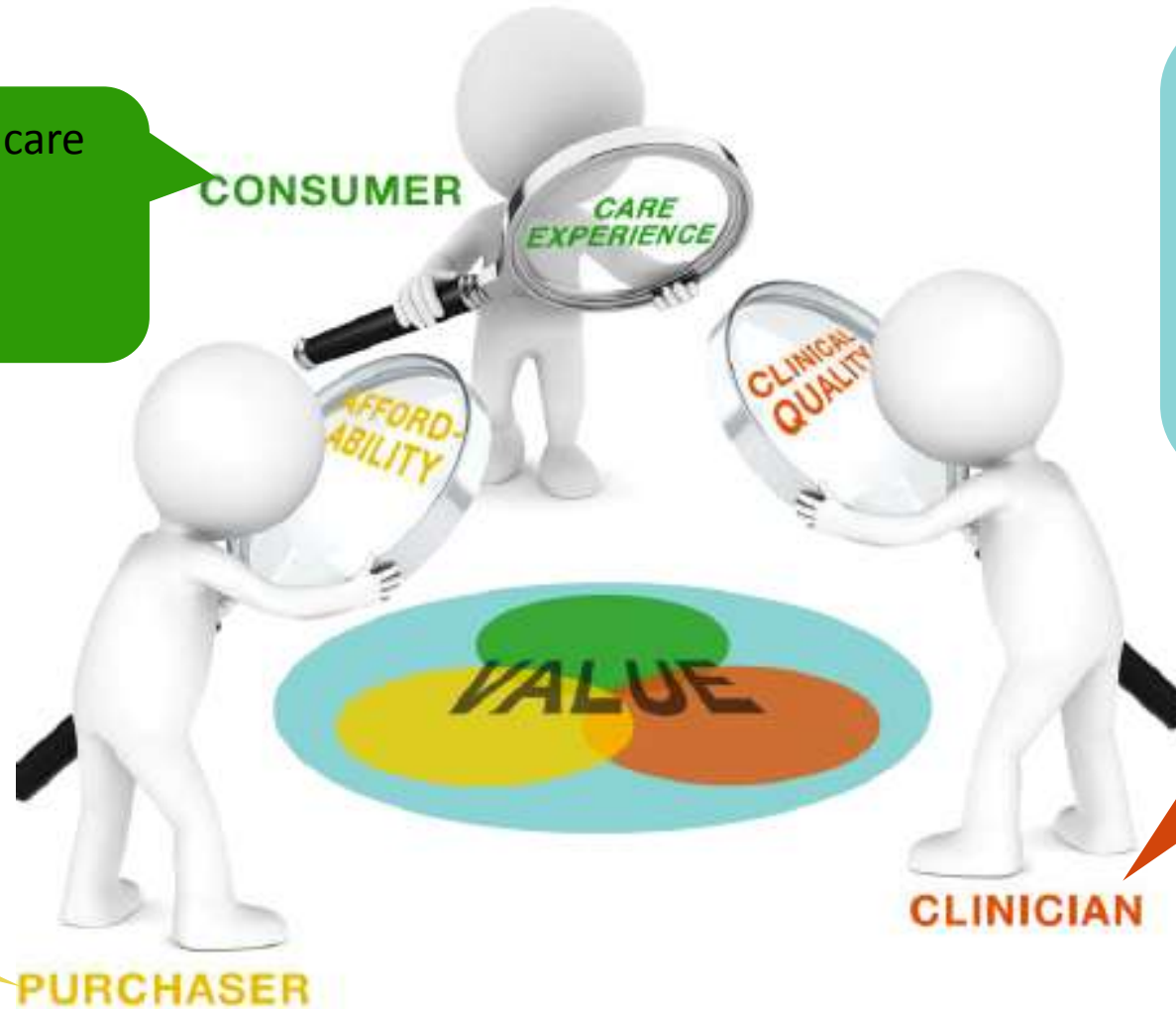
Left brain oriented i.e. calculated, analytical, purposeful, procedures, policy orchestrated and processes that ensure predictable outcomes in quality and safety

Right brain

Assessment of care by patient: Right brain oriented i.e. intuitive, emotional, impulsive. They recognize that technical and diagnostic skills are vital, but lasting impression revolves around how they are treated. It becomes the standard by which they judge overall healthcare experience.

Perspectives in Healthcare Efficiency

- Perception of service or care
- Personalized care
- Health outcome
- Psychosocial



- Affordability

HCO needs:

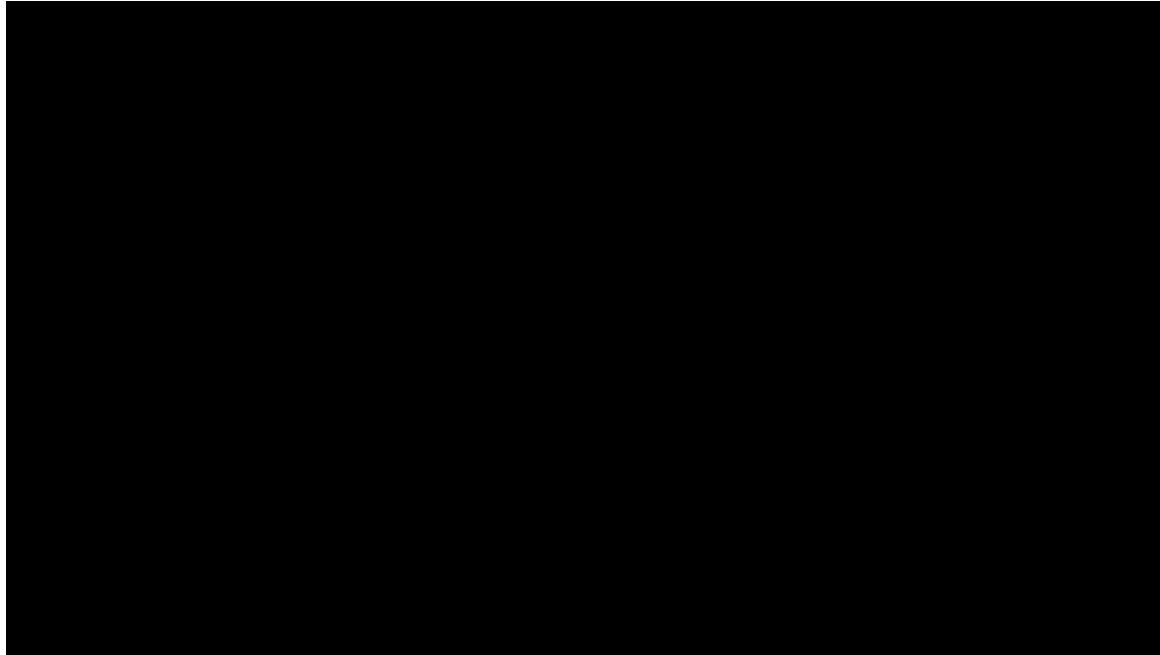
- Operational efficiency
- Operational effectiveness
 - Clinical Performance measures
 - Risk Management

Perception of ability to deliver quality care
Adequate organizational support and resources

Characteristics of good service delivery



Value based Healthcare – Measuring Outcomes



Interrelationship of the service triad

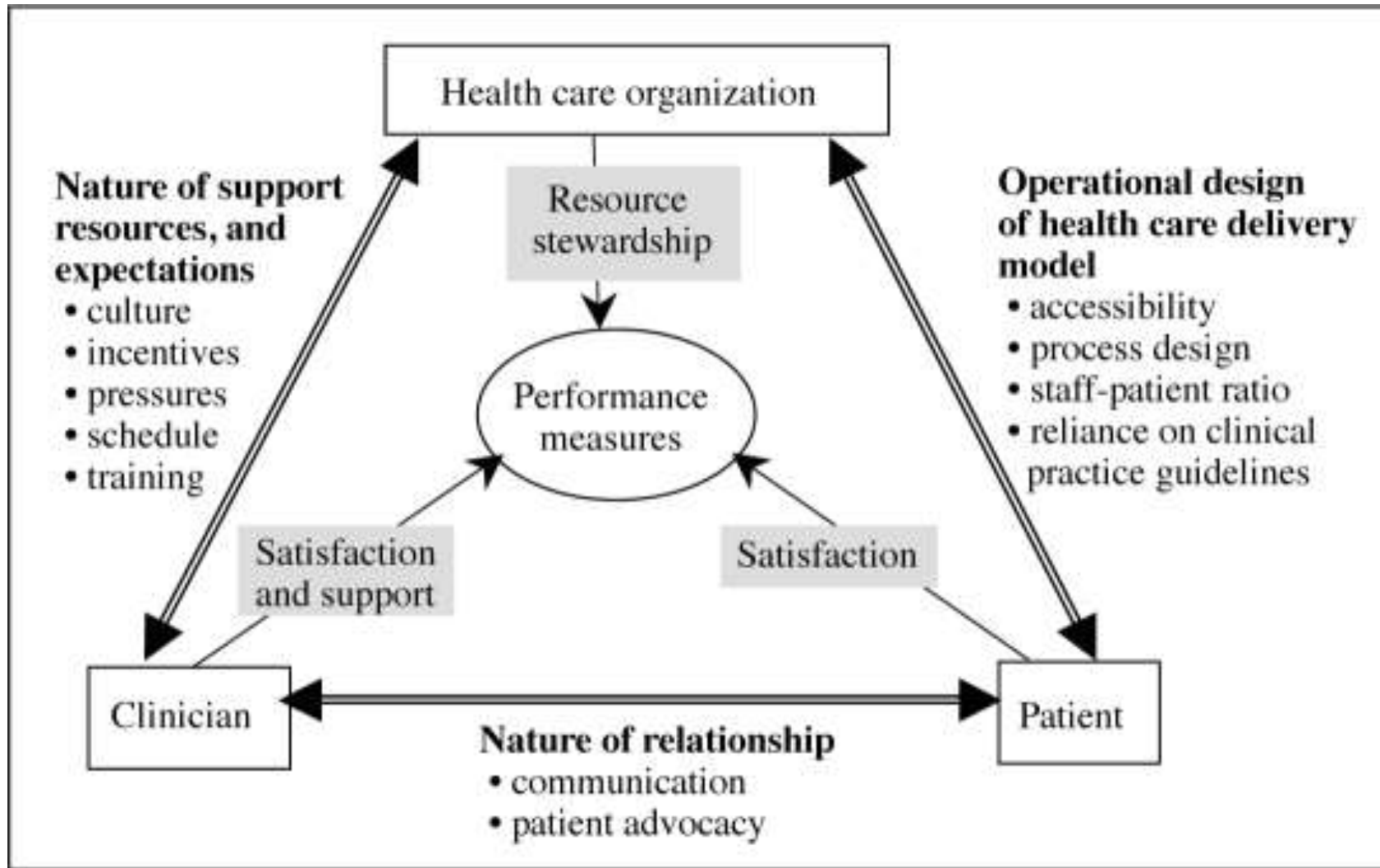


Table 1.1 Summary of main methods of collecting data on service delivery

Data collection method	Description	Strengths	Limitations
Routine health facility reporting system	Regular facility data reported to regional and national levels by service providers	Mandated practice at the facility level with standard reporting formats and cycles	Limited data on service provision; often incomplete, covers public sector only, and with time lags in reporting; biases due to variation in population use of services
Health facility census	Periodic census of all public and private health-care facilities within a country	Provides information useful to planners at all levels, such as basic characteristics (ownership, facility type, coordinates), availability and functionality of basic infrastructure, staffing, service provision and general status	Time-consuming and can become costly, if not well integrated; difficult to identify all health-care facilities, particularly in urban centres where smaller private practices may be more common; access to all facilities may be problematic
Health facility survey	Periodic survey of a representative sample of public and private health-care facilities within a country	More detailed information than in facility census with verification of information in many cases; quality of care	Time-consuming and costly; information most useful at national level; requires a complete facility listing for sampling to be done correctly; long intervals between surveys

Table 1.2 Summary of proposed core indicators to monitor service delivery

Core Indicators	Data collection method
General service availability	
1a Number and distribution of health facilities per 10 000 population	National database of health facilities (often requiring facility censuses)
1b Number and distribution of inpatient beds per 10 000 population	
1c Number of outpatient department visits per 10 000 population per year	Routine health facility reporting system Population-based surveys
General service readiness	
2a General service readiness score for health facilities	Health facility assessments
Service-specific availability	
3a Proportion of health facilities offering specific services	Health facility assessments
3b Number and distribution of health facilities offering specific services per 10 000 population	
Service-specific readiness	
4a Specific-services readiness score for health facilities	Health facility assessments