Designing Performance Evaluation Index System of Health Care Department in County-Level Maternal and Child Health Care Hospital

WANG Yan[a],[b],[c], DENG Shixiong[a],[b],[c],*

INTRODUCTION

At present, most of the maternal and child health care set up performance evaluation index system, most of them cited general hospital appraisal system, respectively the performance appraisal of clinical departments, medical department. It played a role performance appraisal, but design is not scientific performance evaluation indicator, weight distribution is not reasonable, evaluation is not outstanding, especially lack performance appraisal index system, for the ministry of health and the ministry of health in the health care of women and children’s development of district maternal and child health care institutions at the county level plays an important role. County maternal and child health care department are mainly composed of the following departments: primary health care, health education section and maternal and child information management section. On the one hand, bear child and maternal health care in the rehabilitation work; on the other hand is responsible for medical institutions within their respective jurisdictions maternal and child health daily work instruction. Therefore, design a set of suitable for health care of women and children health care department at the county level of the performance appraisal index system, the health care of women and children’s perfect appraisal system, strengthening performance appraisal and improve the level of performance has important practical significance.

1. MATERIALS AND METHODS

1.1 The Information Source

First through Nanchong health bureau of county hospital maternity and child health care and the basic situation of the current situation of the development of data collection. Secondly according to the level of economic development
from nine institutions extract three county maternal and child health care institutions, when conducting field investigation and survey content includes organization performance evaluation of the situation, the service personnel’s work content, enthusiasm and satisfaction as well as the object of service satisfaction (Yan & Yang, 2014).

1.2 The Research Principle
Care department performance evaluation index system is the standard for performance evaluation of the ministry of health and scale, both to achieve the purpose of evaluation, and to be accepted by the inspection department. Therefore, in the design, due to follow the science, operational guidance, systematic, comparable and five principles (Xiao, 2013). In the process of examination, adhere to the principle of just, fair and open. Work more, the principle of optimal blue-chip rewards.

1.3 The Research Methods
Using the literature research, brainstorming method, balanced scorecard, key performance index method, Delphi method, expert sorting method and analytic hierarchy process to design the maternal and child health care institutions at the county level health department performance evaluation index system.

1.4 Design Steps
1.4.1 Selecting Experts
Selected four health management experts and six senior care experts groups, forming expert questionnaire, consulting experts. Experts with an average age of 46.2 years, all have college degree or above and senior professional titles, engaged in the ministry of health management and related work for more than 10 years.

1.4.2 Screening Index
Invite county with rich experience of health management, health education, maternal and child health information, the respect such as primary health care experts held 10 people screening panel assessment index, to listen to expert advice. According to the original state of the ministry of health management and related work for more than 10 years.

1.4.3 Weight Distribution
Will initially distribute to 10 experts to determine the indicators at all levels of the second round of consultation, by expert judgment level index and its corresponding index level of importance. According to the expert judgment conditions, using the method of expert sort to allocate primary index’s weight coefficient, using analytic hierarchy process (AHP) to calculate the weight coefficient of the secondary and tertiary indicators (Chang & Jiang, 2007). With consistent judgment matrix, finally the result consistency index less than 0.10, the weight coefficient of the index at all levels is credible.

1.4.4 Index Classification
In order to carry out standardized treatment of each index, according to the nature of the assessment criteria will be divided into low optimal index and optimum assessment index standard index, the best interval, yields, yields and standard index 5 classes.

2. THE RESULTS
Through a large number of literature investigation and study, according to the design principle, use a variety of management methods, through the index selection, weight distribution, the classification and standardization process, by repeated for advice and modification, and finally designed a county maternal and child health care department performance evaluation index system (Table 1).

Table 1

<table>
<thead>
<tr>
<th>Level indicators</th>
<th>Weights</th>
<th>Secondary indicators</th>
<th>Weights</th>
<th>Three indicators</th>
<th>Weights</th>
<th>Category index</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finance category</td>
<td>0.20</td>
<td>Income policy</td>
<td>0.38</td>
<td>Annual income policy</td>
<td>1.00</td>
<td>High-priority indicators</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Assets operation</td>
<td>0.62</td>
<td>Percapita income over expenditures</td>
<td>0.54</td>
<td>High-priority indicators</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Return on assets (%)</td>
<td>0.46</td>
<td>Return on assets</td>
<td>0.46</td>
<td>High-priority indicators</td>
</tr>
<tr>
<td>Class internal management processes</td>
<td>0.40</td>
<td>Allocation of resources</td>
<td>0.144</td>
<td>Staff and service area population ratio</td>
<td>0.58</td>
<td>Best interval indicator</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Medical staff and the area ratio</td>
<td>0.42</td>
<td>Best interval Indicator</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Workload</td>
<td>0.13</td>
<td>Service area population</td>
<td>0.61</td>
<td>High-priority indicators</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number of area of medical institutions</td>
<td>0.39</td>
<td>High-priority indicators</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To be continued
### 3. DISCUSS

#### 3.1 Select Key Content as Evaluation Indexes

When choosing evaluation index, based on the new health care for maternal and child health care institutions at the county level of the management requirements, and to take into account the status quo and characteristics of health care of women and children health care department at the county level. And according to the maternal and child health care service which hospital policy: health care and clinical combination. Ensure the timeliness and importance of assessment index.

#### 3.2 The Hospital Strategic Objectives Into Department Performance Targets

The ultimate goal of performance appraisal is to realize the strategic goal of health care institutions, therefore, the strategic target of maternal and child health care institutions and health care department combining the responsibility of the mission (Li & Sun, 2013). According to maternal and child health care institutions at the county level for the purpose, vision and goals, and function of the task to select the performance evaluation indicators, effectively convert hospital strategic objectives into the ministry of health evaluation indicators and worker...
action. Can make the department more aware of their role in the development of hospital work efficiency, motivate health department staff to work hard for the realization of hospital strategic goals.

3.3 Timely Adjust Evaluation Index Weight Coefficient

Evaluation index weights allocation is reasonable, it’s very important to use data on characteristics of comprehensive evaluation method, the hospital care department performance evaluation plays a very important role. Therefore, using two methods to allocate index weight coefficient. After two rounds of expert consultation, using expert sorting method to allocate primary index’s weight coefficient, using the analytic hierarchy process to assign the secondary and tertiary indicators weight coefficient, and consistent inspection, to ensure that the index has higher reliability and validity. At the same time combined with health care policy adjustments timely adjust index weight, to combine with policy indicators in a timely manner has important significance.

REFERENCES


