

Abstract

Introduction: Considering the expansion and comprehensiveness of the family physician program across the country, the existence of a Performance assessment system is so important that its absence in various aspects of the organization such as the provision of resources and facilities, goals, strategies and costs is one of the signs. It is considered the disease of the organization. For this reason, considering the importance of the family physician program and the impact that this program has on the health system costs, people's health, access to health services and public justice, a study was conducted with the aim of assessment the performance of the centers implementing the family physician program in Kerman University of Medical Sciences with It seems necessary to use the non- parametric method of data envelopment analysis and the parametric method of stochastic frontier analysis.

Methods: This research is an explanatory sequential composite study that was conducted in three phases at Kerman University of Medical Sciences. In the first phase, by conducting a systematic review study, the most important indicators affecting the family physician program have been determined. In the second phase, which is the quantitative phase of the study, the method of data envelopment analysis, stochastic frontier analysis, and inter-range correlation coefficient was used, and in the third phase, which is the qualitative phase of the present study, the focus group discussion method was used to explain the causes of inappropriate performance. It has been done in some centers. The statistical population of the research included all health-treatment centers of Kerman University of Medical Sciences, among which 73 centers and 9 cities were selected in the province. The time frame studied in this research is a 6-year period from 2016 to 2021.

Findings: In the first phase of the study, the most important indicators affecting the family physician program have been determined in general in the form of two tables of general indicators of the family physician program and specific indicators in 8 general axes and 40 sub-axes. In the second phase, the results of this study showed that among the nine affiliated cities of Kerman University of Medical Sciences in 2016-2021, Kohbanan city was the most efficient city and Baft city was the most inefficient city. The results showed that among the 73 centers, such as Vakil Abad, Dashtab, Kiskan, Bidkardoiyeh, Raber, Sieh Benouye, Bahaabad, Sarbanan, Qanataghestan, and Mohi Abad, and the comprehensive service center are the most efficient among the 73 centers that implement the family physician plan. Ruh Abad rural health has been the most ineffective center. In the third phase of the study, the results of the study showed that factors such as access to cities and centers, welfare conditions, workload and services provided, as well as the lack of manpower had an effect on the inappropriate performance of some centers.

Conclusion: According to the results of the present study, it is suggested that, based on the results obtained from the present study, the vice-chancellor of health should review and re-explain the indicators used in quarterly and annual monitoring. Also, due to the fact that the increase in manpower also has multifaceted effects, it is recommended to take the relevant policies with more careful and serious attention regarding the number of manpower and make the final decision.

Keywords: family physician, data envelopment analysis, stochastic frontier analysis, executive centers, Performance assessment



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