

چکیده انگلیسی

Abstract

Introduction & Objective: Equitable distribution of health sector resources is one of the key factors in increasing the health of the community. Given the importance of investment in the development of the health system and its effect on increasing labor productivity and production, the optimal allocation of resources in this area and, consequently, the evaluation of the performance of health centers is very important.

The aim of this study was to investigate the technical efficiency of program-oriented services of all health databases affiliated to Bam University of Medical Sciences (information in 2018) and suggested solutions to improve the efficiency of services in health database.

Methods: The present study was descriptive cross-sectional and combined (quantitative-qualitative). Data Envelopment Analysis method was used to determine the technical efficiency of program-oriented services of all health databases. In the quantitative part, data collection was done through field methods and libraries in the form of a checklist designed by the researcher. DEAP2.1 software was used to determine the type of return to scale and technical efficiency in each section. In the qualitative part, Kjaervi's phenomenological approach was used to provide solutions to improve the efficiency of program-based services of health bases.

Results: According to the results of the present study, the average technical efficiency by each of the services of the High Blood Pressure Control Program, integrated health care for children under 8 years, integrated health care for pregnant mothers, integrated health care for the elderly and middle-aged and immunization program for children under 6 years in all bases. Urban health was calculated as 0.858, 0.821, 0.843, 0.956 and 0.854, respectively. Analysis of data in relation to the total selected program-oriented services showed that of the total units surveyed during the year, 46% were fully efficient and 54% of the units were less than one efficient. Findings obtained from the qualitative section were classified into three main categories: "Management Improvement Strategies", "Technological Improvement Strategies" and "Customer Service Improvement Strategies", and each of the main categories was divided into six subcategories.

Discussion and Conclusion: The use of appropriate techniques in performance analysis can be a guide for health managers to identify the reasons for the increase or decrease in efficiency, decide to continue or stop activities and how to make optimal use of resources for their subdivisions. According to the results of this study, the application of incentive policies for managers of centers that have higher managerial efficiency and also proper planning to improve the efficiency of centers that have less efficiency than other units can be effective in improving overall efficiency.

Keywords: Technical efficiency, Data Envelopment analysis, Health database



**KERMAN UNIVERSITY
OF MEDICAL SCIENCES**

Faculty of Medicine

In Partial Fulfillment of the Requirements for the Degree
MSc

Title

**Evaluation and presentation of strategies for improving the
technical performance of program - based services of urban
health bases affiliated to the University of Bam Medical Sciences
using the Data Envelopment Analysis approach**

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