

Abstract

Introduction:

The Covid-19 crisis caused changes in the performance of health service providers. The purpose of this study was to investigate the effect of the health transformation plan on the process of changes in performance indicators in the hospitals of Kerman University of Medical Sciences.

Methods:

The study was conducted in 21 hospitals of Kerman University of Medical Sciences in three phases. In the first step, 10 of the 42 performance indicators were selected as the most important indicators by the expert panel method. In the second phase, in order to evaluate the impact of the health transformation plan on performance indicators, a quantitative study was conducted using a descriptive-analytical method, the collection tool included a checklist. In the third phase, with the aim of providing a solution regarding the improvement of performance indicators, a semi-structured interview was conducted using the purposeful sampling method. SPSS version 26 and Stata version 17 and MAXQDA version 20 software were used.

Results :

Based on the results of the 8 indicators studied, the indicators of net mortality, bed rotation rate, average patient stay and patient admission ratio for each bed were significant and indicators of bed rotation interval, bed occupancy percentage, percentage of hospitalized surgical patients and the ratio of surgeries to The operation beds were not significant. The most important factors affecting the changes in indicators were support for incurable and vulnerable patients, reduction of out-of-pocket payments, the nature of the disease, major surgeries, lack of manpower, accreditation system, work pressure, lack of equipment.

Conclusion :

The indicators had changes after the implementation of the plan, some of which were influenced by the transformation plan, which can somehow show the effect of this plan on the performance of hospitals. The achievements of this plan were reduction of out-of-pocket payments, financial protection and support for incurable and vulnerable patients. Therefore, the continuation of such a plan, provided that financial resources are planned and properly organized, can be a step towards achieving universal health coverage and increasing justice in access to services.

Keywords: health transformation plan, health transformation plan, performance indicators, academic hospitals, non-academic hospitals, sequential mixed study



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