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Author shi-cong Lin
Author's Email Address No Public.
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Abstract
Since the implementation of the National Health Insurance（NHI） in 1995, the financial burden of NHI continue to increase. In order to effectively control the medical resource and reduce unnecessary spending, the Bureau of National Health Insurance implemented the global budget payment plan. As a result, the healthcare institutions are now struggled to maintain their quality service with limited expense which restricted under the pre-set budget plan.
The purpose of this research is to examine the implementation of the global budget payment plan, whether there is any difference of satisfaction and importance of performance evaluation indicator to the different level of healthcare institutions. Three major issues relate to the performance indicator of healthcare system are “the setting of weights”, “transform qualitative non-financial indicator to quantification” and “performing synthesis appraisal”. Analytic Hierarchy Process provids group decision with the advantage of the objective weight. Grey theory supplies the advantage of transforming quantification to quantitative analysis and systematic evaluation with efficiency. Therefore, this research combined both Analytic Hierarchy Process and Grey theory with questionnaire to medical personnel and experts.
The result shown: Most respondants considered “customer perspective” is the major factor to the healthcare system performance. The most important indicator in the customer perspective is to decrease the frequency of malpractice. However, there was different opinions regard the importance and satisfaction of performance indicator among the various level and regional hospitals. As to the satisfaction of implementing the global budget payment plan, majority respondents all indicate they are unsatisfied with the implementation.
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