During the 2017 General Assembly in Taipei, Republic of China, IHF members adopted a resolution on outcome measurement in health services:

Over the past decade, there has been a stronger emphasis on the results obtained by healthcare services, which has led to measuring and tracking health outcomes. More recently, there has been a growing interest in measuring the outcomes from the patient’s perspective.

Although there has been an attempt to measure how management contributes to the performance of healthcare service providers (World Management Survey), this approach is still at an early stage. Developing a universally recognized approach linking leadership and management practices to healthcare outcomes would require additional research efforts.

In October 2015, the IHF adopted the core competencies directory for healthcare leaders, which is the result of the work carried out by major professional associations of healthcare executives.

OECD members are expressing growing interest in linking management practices with the performance of healthcare organizations.

The comparison of healthcare service providers’ administration costs with respect to their total operating costs indicates major differences around the world. An in-depth analysis would be required to understand what causes these differences in addition to the different payment and reimbursement systems, which are known to affect administration costs.

There is also an ISO initiative to develop a possible hospital administration certification that is raising major concerns in the healthcare community since performance is very much related to soft skills and teamwork rather than the standardization of bureaucratic processes.

That’s why it is important to coordinate efforts from IHF members and encourage partners in the academic and research fields to develop measurement metrics for management and leadership performance in healthcare service delivery.

This long-term effort will require considerable resources; however, the IHF Secretariat is taking the first step by collating existing information and efforts already made by IHF members, and by involving academic and research partners who are willing to work in this area.

The IHF members think that working in this direction under the Governing Council’s supervision should be a priority for the IHF Secretariat. To this end, a roadmap will outline the way forward in measuring the impact of management and leadership practices on the results of healthcare providers.