

Measuring Up

IMPROVING HEALTH SYSTEM PERFORMANCE IN OECD COUNTRIES

TABLE OF CONTENTS

by Peter Sn	vith	7
	Part I	
	Overview of Issues and Challenges	
Chapter I.	Measuring Health System Performance: Problems and Opportunities in the Era of Assessment and Accountability by C. David Naylor, Karey Iron and Kiren Handa	12
	by C. Duvia (waylor, Kurey IIIvit and Kirek Hanak	17
Chapter 2.	and Challenges	
	by Jeremy Hurst	35
	Part II	
	Performance Measurement and Performance Management	
	from the Perspective of Various Actors: A Review of Experiences in Selected Countries	
Chapter 3.	Improving Value for Money in the United Kingdom National Health Service: Performance Measurement and Improvement in a Centralised System	r.
	by Clive H. Smee	57
Chapter 4.	Improving Accountability in a Decentralised System: A Swedish Perspective by Nina Refinqvist	87
Chapter 5.	Providing Performance Information for Consumers: Experience from the United States	
	by Thomas Reilly, Gregg Meyer, Carla Zema, Christine Crofton, David Larson, Charles Darby	
!	and Katherine Crosson	97
Chapter 6.	Can a Tulip Become a Rose? The Dutch Route of Guided Self-Regulation Towards	
	a Community-Based Integrated Health Care System by Niek Klazinga, Diana Delnoij and Isik Kulu-Glasgow	117
Chapter 7.	Towards Integrated and Coherent Health Information Systems for Performance Monitoring:	
· ·	The Canadian Experience	455
:	by Michael Wolfson and Richard Alvarez	133
*	Part III	
4.	Performance Measurement Activities at the International Level: How can International Comparisons Assist National Policy-Making?	
Chapter 8.	Opening the Black Box: What Can Be Learned from a Disease-based Approach? Stephane Jacobzone, Pierre Moise and Lynelle Moon	159

_5

Editor's Preface

Chapter 9.	The Evolution of WHO's Approach to Health System Performance Assessment by David B. Evans	19'
Chapter 10.	Measuring and Improving Patients' Experiences: How Can we Make Health Care Systems Work	
	for Patients? by Angela Coulter and Paul Cleary	21
Chapter 11.	Equity in the Use of Physician Visits in OECD Countries: Has Equal Treatment for Equal Need Been Achieved?	
	by Eddy van Doorslaer, Xander Koolman and Frank Puffer	225
	Part IV Best Practices in Measuring Different Dimensions of Health System Performance	
Chapter 12.	Measuring the Quality of Hospital Care: The State of the Art by Gérard de Pouvourville and Étienne Minvielle	25 1
Chapter 13.	Measuring the Quality of Long-term Care in Institutional and Community Settings by Naoki Ikegami, John P. Hirdes and Iain Carpenter	271
Chapter 14.	Developing Composite Indicators for Assessing Health System Efficiency by Peter Smith	295
	Part V	
	Applying Performance Indicators to Health System Improvement	
Chapter 15.	Applying Performance Indicators to Health System Improvement by Sheila Leatherman	319
	Part VI	
	Summary and Conclusions	
Chapter 16.	Measuring Up: Lessons and Potential by Jean-François Girard and Étienne Minvielle	337
	Part VII	
	Ministerial Roundtable: Leadership, Successes and Challenges	
Chapter 17.	Measuring Health System Performance and the Impact on Political Decision-Making: The Views of OECD Ministers	
	by Julio Frenk (Minister of Health, Mexico), John Hutton (Minister of State for Health, United Kingdom), Bernard Kouchner (Minister of Health, France), Allan Rock (Minister of Health, Canada), Edward Sondik	
	ton behalf of Tommy Thompson, Secretary of Health and Human Services, United States)	351