

Development of a Performance Measurement Model for Hospitals Using Multi-Criteria Decision Making (MCDM) Techniques: A Case Study of Three South Australian Major Public Hospitals

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Abstract : This study directs its focus on developing a conceptual model to offer a systematic and integrated method to weigh the related measures and evaluate a competence of hospitals and rank of the selected hospitals that involve and consider the stakeholders' key performance indicators (KPI's). The Analytical Hierarchy Process (AHP) approach will use to weigh the dimensions and related sub- components. The weights and performance scores will combine by using the Technique for Order Performance by Similarity to Ideal Solution (TOPSIS) and rank the selected hospitals. The results of this study provide interesting insight into the necessity of process improvement implementation in which hospital that received the lowest ranking score.

Keywords : performance measurement system, PMS, hospitals, AHP, TOPSIS

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