

## عنوان مقاله:

Performance Evaluation of Mehr Hospital in Mashhad, Iran, Based on European Foundation for Quality Management (EFQM) Organizational Excellence Model

## محل انتشار:

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## خلاصه مقاله:

Introduction: Nowadays, paying attention to quality and effectiveness of organizational performance is among critical factors in achieving developmental and competitive programs. This has caused health managers to pay more attention to issues of health services quality improvement and applying organizational excellence model. The aim of the present study was to evaluate Mehr hospital (Mashhad, Iran) performance based on European Foundation for Quality Management (EFQM) organizational excellence model. Method: This descriptive cross-sectional study was conducted in ۲۰۱۱ at Mashhad Mehr Hospital. Data collection tool was EFQM organization excellence questionnaire completed by all managers of the hospital. Validity of the questionnaire was confirmed by experts and for reliability, the Cronbach's alpha was  $\cdot 97$ . Results were analyzed using descriptive statistics. Results: This hospital acquired score  $473.3$  of  $1000$  ( $47.3\%$ ). Enabler factor achieved  $233$  and results factor achieved  $240.2$ . Among enabler factors, the highest score ( $60.8\%$ ) belonged to partnership and resources, and the lowest ( $32.3\%$ ) belonged to policy and strategies. Among results factors, the highest score related to key performance results ( $60.4\%$ ) and the lowest ( $40.5\%$ ) related to customer results. Discussion and Conclusion: Since the performance of this hospital was at the medium level, it was necessary to develop an effective and efficient plan for improving the performance of this hospital. Additionally, it seems that the present model can be used as a comprehensive model for evaluating medical institutions if it considered clinical and patient care aspects

## کلمات کلیدی:

,Performance evaluation, Organizational excellence model, European foundation of quality management (EFQM), Hospital

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