Abstract
Harmonization of the Digital Hospital Indicator Reporting System

The Online Hospital Statistical Report (OHSR) are annual hospital reports submitted by the hospital to the Department of Health-Health Facility Services and Regulatory Bureau DOH-HFSRB to measure hospital performance and quality, and are necessary for licensing and policy making. Despite having the OHSR, health facilities must comply with multiple reports required by government agencies because of the differences in indicator definitions and redundant forms. This makes it difficult for hospitals to submit reports on time and the results often affect the efficiency and quality of the data.

To address these issues, this study aimed to review and harmonize hospital indicators to streamline the OHSR using adapted business process improvement methods. Focus group discussions and key informant interviews were done to document the data requirements of the relevant bureaus. Rapid review was done to identify the recommended indicators and standards of hospital performance evaluation based on literature worldwide. The information gathered from the interview was mapped and compared with the recommended indicators from the rapid review. Indicators were screened using redundancy analysis with an aim to compare and assess conflicting definitions and overlaps among the indicators found in the OHSR, in other hospital-based forms submitted to DOH, and those recommended by the rapid review.

After harmonization, from a pool of about 600 indicators, the set was reduced to 47 good quality, authoritative indicators validated and approved by the relevant DOH bureaus and piloted for feasibility in three DOH retained hospitals. Each indicator was organized and classified using the WHO results chain framework; Input & processes, output, outcome and impact.

This research is subject to several limitations. Consultations with bureau representatives were difficult due to the scheduling availability, and pilot testing at hospitals was limited due to time constraints. Despite these, the information gathered was enough to provide a minimum basic data set for the OHSRS. To further improve the system, the DOH-HFSRB should continue to review the harmonization of each DOH unit's data requirements and actively harmonize the information systems to improve the quality of hospital data. This will help the DOH-HFSRB to better manage the Online Hospital Statistical Report System which is vital for health licensing and for developing new policy to achieve a more responsive healthcare system.