



**GA9.2: Resolution on health care providers' performance**  
**General Assembly Meeting – Durban – Wednesday, 2 November 2016**

The IHF members gathered for the 2016 General assembly in Durban, Republic of South Africa have adopted the following resolution:

The IHF members want to Highlight the importance of better recognition of performance excellence and on the need to better share the outcomes of the different approaches that may be adopted to recognize performance excellence.

A movement has started more than 30 years ago mostly from Europe (EFQM) and the United States (Baldrige) to support their industries to improve quality management in response to Total Quality Management approach developed earlier in Japan. Although not specific for any industry, the healthcare service providers have shown a growing interest in getting involved in such recognition programs. In addition, these flagship programs have inspired other national initiatives that have created their own national awards.

In the hospital and healthcare sector some specific attempts have also been made to better identify and measure the performance of hospitals, especially with the WHO-Euro project PATH. However, such attempts have never reached a level of international consensus and have not made any headway.

In the last two years, the OECD has embarked on a journey to bring the hospital performance on the forefront of the healthcare policy agenda by exploring venues to better measure and compare evidences across countries.

In this context, it is important for the healthcare delivery sector to make efforts to agree on definition for the measurement of performance. In addition, it is also important to link up managerial practices with organizational performance outcomes.

The IHF community gathered in Durban for the World Hospital Congress is therefore calling upon all its members to increase the sharing of their respective approaches, data and experiences on performance of healthcare service providers.

The IHF community will be following closely the developments from the OECD on international measurement of hospital performance and will be considering all possible venues to support individual and joint projects that would better measure relation between management practices and organizational performance.

The IHF community requests that the IHF secretariat supports information gathering and dissemination as well as bringing to the IHF Governing Council latest developments on this matter so that Governors can better explore all possibilities of synergy.