# Relation between performance indicators and NICU rating degree in Eastern Azerbaijan- 2011

**Babollah Ghasemi:** PhD of pathology, vice- chancellor of treatment of Tabriz Medical university
**Ali Akbar Abhari:** MSc in health services management, department of health services management, faculty of management and medical information, Tabriz medical university
**Samaneh Valizadeh:** MSc in health services management, department of health services management, faculty of management and medical information, Tabriz medical university
**Mohammad Saadati:** MSc in health services management, department of health services management, faculty of management and medical information, Tabriz medical university

## Abstract

**Background:** Hospitals as an organization that provide health care have a high sensitivity in a community. So, evaluation of health care provided by hospitals is in high priority. Performance indicators are used as a tool for evaluation of effectiveness and efficiency of services. The aim of this study is to investigate the relation between performance indicators and Neonatal Intensive Care Units (NICU) rating degree in Eastern Azerbaijan.

**Methods and material:** This is a cross-sectional study which was conducted in 2011 in all Eastern Azerbaijan hospitals with active NICU wards. Data about performance indicators and rating degree of NICU units were collected from Deputy of treatment of Tabriz University of Medical Sciences and were analyzed using spss16.

**Results:** The mean of bed occupancy, bed turn over and length of stay in studied NICU units were 96.31%, 4.88 and 6.39, prospectively. There was no significant relation mentioned performance indicators and NICU units rating degree.

**Conclusion:** Absence of significant relation between performance indicators and rating degree, indicates that evaluation tools and procedure must be reengineered to assess the effectiveness and efficiency of services.

**Key words:** performance indicators, evaluation score, NICU, hospital

*Corresponding author:
**E-mail:** samanehvalizadeh@yahoo.com