

Teaching hospitals performance: a stakeholders view

Purpose – This paper explores the performance of Italian teaching hospitals - characterized by the threefold function of traditional healthcare, teaching, research. Its purpose is two-fold: first to find out the emerging thoughts on hospital performance; second, to analyze how such thoughts vary among hospital stakeholders.

International literature highlights the importance of the THs within the different health systems (Blumenthal et al. 1997) but indicates the urgent need to resolve inefficiency issues (Schreyogg and von Reitzenstein 2008; Mechanic et al. 1998) which seriously threaten prospects for the THs survival because of the health systems rapid changes, worldwide.

Methodology/approach – The survey is set on the hospital stakeholder groups (physicians, caregivers and administrative staff) in a teaching hospital located in the southern Italy (Calabria). It is designed on the methodology of the case study and combines a qualitative analysis - carried out by interviews of key hospital stakeholders - and a quantitative approach - using a questionnaire.

Findings – First results confirm that hospital performance is multifaceted: it regards dimensions of efficiency, effectiveness and quality of care. These values attract a high degree of consensus among all hospital stakeholders: a shared view of performance is emerging (Minvielle et al., 2008).

Research implications – The study attempts at contributing to the national and international debate on the performance of teaching hospitals. The initial findings may offer any prescriptive guidance for policy makers.

Originality/value – The stakeholders perspectives discuss the traditional mainstream view that competing values are the sources of hospital performance, showing that the modern hospital is moving toward a community of more shared values: these issues could be the basis for defining management priorities in teaching hospitals in order to improve performance.

Key words : teaching hospital, performance evaluation, hospital stakeholders

Paper type – Research paper

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