

Panel Proposal
XXIII. Annual IRSPM Conference
Victoria University of Wellington, April 16 to 18, 2019
ReNewing Public Management for Stewardship, Innovation and Impact

Panel Title: Stakeholder-reported Outcome Measurement in Health Care Sector

Panel Chairs: Dr. Sebastian Martin, Sebastian.Martin@fh-linz.at, University of Applied Sciences Upper Austria, Linz (Austria)

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Panel Description: Changing demographics and responsibilities among the public, private and not-for-profit sectors alongside financial constraints require governments to be strategic in their approach to health care and to ensure greater accountability toward overall system performance. To ensure an efficient resource allocation in the health care sector as well as an improvement of the service quality, the measurement of health care services is continuously gaining relevance. Especially, various stakeholders, such as patients, their relatives and friends, but also physicians, insurance companies or even the media may witness the creation of health services. Therefore, a comprehensive measurement of health care services should include such stakeholder perspectives.

This panel focusses on topics coping with stakeholder-reported outcome measurement in health care on the macro- or micro-level, that help to create value within the health care sector. In line with the theme of the conference, this panel will highlight stakeholder-reported outcome measurement in the context of stewardship, innovation and impact. Topics discussed within the panel may focus on:

- the relevance of stakeholder-reported outcome in the context of performance measurement
- the link between stakeholder-reported outcome and quality of the provided health services
- the ways how stakeholder-reported outcome might be expressed as well as collected
- the measurement of satisfaction or word-of-mouth in the context of health care services
- cultural differences in the expression stakeholder-reported outcomes
- the limitations of stakeholder-reported outcome

Geared toward a broad audience base, the panel will encourage scholarly discourse, the showcasing of stakeholder-reported outcome measurement approaches and the collaborative generation of solutions. Proposals toward theoretical studies, case studies or other empirical work on stakeholder-reported outcome measurement in health care in the local, regional, national and international context are welcomed.

Panel Format: A traditional panel format approach with papers and discussants followed by audience engagement via a question and answer session is proposed to maximize participation and generate critical dialogue and lively interaction/knowledge transfer. The panel chairs themselves come with a background in health system analysis, management accounting, performance measurement and (primary) health care reform and will strive to put together an interesting and varied session from a global, interdisciplinary perspective.