



Evaluating the Performance of the Health Staff and its Role in Improving the Efficiency of Services

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ABSTRACT

Evaluating the performance of health staff is crucial in healthcare organizations to improve the efficiency of services. This research highlights the significance of performance evaluation and its role in enhancing service efficiency. Evaluating health staff performance helps identify areas for improvement, optimize resource allocation, enhance service quality, promote accountability, and improve teamwork and collaboration. Various evaluation methods such as performance metrics, feedback mechanisms, self-assessment, peer reviews, and goal-setting processes are utilized. By implementing recommendations based on evaluation findings, healthcare organizations can enhance service efficiency and deliver high-quality care. This research aims to evaluate the performance of health staff and investigate its role in improving the efficiency of services within healthcare organizations. The study seeks to assess the effectiveness and productivity of health staff members and examine how their performance impacts the overall efficiency of service delivery. By analyzing the relationship between staff performance and service efficiency, the research aims to identify areas for improvement and develop strategies to optimize the performance of health staff, ultimately enhancing the efficiency of healthcare services.

Key words: Performance evaluation, Efficiency, Service improvement, Effectiveness, Performance metrics.

1. INTRODUCTION:

Evaluating the performance of health staff and understanding its role in improving the efficiency of services is of paramount importance in the healthcare sector. The performance of health staff, including doctors, nurses, technicians, and administrative personnel, directly impacts the quality and effectiveness of healthcare services provided to patients[4].

By systematically assessing their performance, healthcare organizations can identify areas for improvement, optimize resource allocation, and enhance overall service efficiency.

Efficiency in healthcare services refers to the ability to deliver high-quality care in a timely and cost-effective manner, maximizing the use of available resources. The performance of health staff plays a crucial role in achieving this efficiency[2]. When health staff members perform optimally, it leads to improved patient outcomes, reduced waiting times, streamlined workflows, and better resource utilization.

Evaluating the performance of health staff allows organizations to gain insights into individual and team performance, identify areas of strength, and pinpoint areas that require improvement[1]. It provides a foundation for continued professional development, training, and performance management. By understanding the factors that contribute to efficient service delivery, healthcare organizations can design targeted interventions and strategies to enhance performance and overall service efficiency.

Furthermore, evaluating the performance of health staff promotes accountability and a culture of continuous improvement[1]. When staff members know that their performance is being assessed, they are more likely to take ownership of their responsibilities, adhere to best practices, and strive for excellence in their work. Regular performance evaluations provide opportunities for feedback, recognition of achievements, and identification of areas where additional support or training may be needed.

In summary, evaluating the performance of health staff is critical for healthcare organizations seeking to improve the efficiency of their services. By assessing individual and team performance, identifying areas for improvement, and implementing targeted interventions, organizations can enhance service quality, optimize resource allocation, and ultimately provide better care to patients. The subsequent sections of this article will delve deeper into the methods and approaches used to evaluate health staff performance and their impact on service efficiency.

2. EVALUATION METHODS

Evaluating the performance of health staff requires a systematic approach that incorporates various evaluation methods. These methods provide a comprehensive assessment of individual and team performance, enabling healthcare organizations to identify strengths, weaknesses, and areas for improvement[8]. The following are commonly used evaluation methods in assessing the performance of health staff and their role in improving service efficiency:

- **Performance Metrics:** Performance metrics involve quantifiable measures that assess specific aspects of staff performance. These metrics can include patient satisfaction scores, clinical outcomes, adherence to protocols and guidelines, productivity measures (such as patient throughput or the number of procedures conducted), and efficiency indicators (such as wait times or resource utilization)[8]. By tracking these metrics, healthcare organizations can objectively evaluate the performance of health staff and identify areas where improvements can be made to enhance service efficiency.
- **Feedback Mechanisms:** Feedback plays a crucial role in evaluating and improving the performance of health staff. It involves obtaining input from various stakeholders, including supervisors, colleagues, and patients. Feedback can be gathered through regular performance reviews, one-on-one meetings, anonymous surveys, or suggestion boxes[6]. This two-way communication allows for constructive feedback and provides staff members with valuable insights into their strengths and areas for development. Effective feedback mechanisms promote self-reflection, motivation, and continuous improvement.
- **Self-Assessment:** Self-assessment involves individuals reflecting on their own performance and identifying areas for improvement. It can be facilitated through self-evaluation questionnaires, self-reflection exercises, or self-assessment tools. Encouraging health staff to engage in self-assessment promotes self-awareness, personal responsibility, and a proactive approach to professional development. Self-assessment can be complemented with external evaluations to provide a more comprehensive view of performance.
- **Peer Review:** Peer review involves colleagues evaluating and providing feedback on each other's performance. This method promotes collaboration, teamwork, and a culture of continuous learning. Peer review can be conducted through structured evaluations, case discussions, or clinical audits[11]. By involving peers in the evaluation process, healthcare organizations gain diverse perspectives and insights, fostering a supportive environment for improving service efficiency.
- **360-Degree Feedback:** 360-degree feedback is a comprehensive evaluation method that gathers feedback from multiple sources, including supervisors, colleagues, subordinates, and patients. This method provides a

well-rounded view of an individual's performance, taking into account different perspectives. It enables healthcare organizations to assess not only clinical competence but also interpersonal skills, communication effectiveness, and teamwork, all of which contribute to service efficiency.

- **Goal Setting and Performance Indicators:** Setting clear performance goals and establishing performance indicators for health staff is an effective method to evaluate their performance. These goals should be specific, measurable, achievable, relevant, and time-bound (SMART)[8]. By aligning performance goals with organizational objectives, healthcare organizations can track progress, measure outcomes, and provide targeted support for staff members to improve their performance.

By utilizing a combination of these evaluation methods, healthcare organizations can gain a comprehensive understanding of health staff performance and its impact on service efficiency. The evaluation process should be conducted regularly and in a supportive environment, with the goal of continuous improvement and professional development. The findings from these evaluations provide valuable insights that can inform targeted interventions and strategies to enhance the overall efficiency of healthcare services.

3. PERFORMANCE EVALUATION RESULTS

The performance evaluation of health staff provides valuable insights into their individual and collective performance, highlighting areas of strength and areas that require improvement[14]. By assessing their performance and its impact on service efficiency, healthcare organizations can identify specific actions to enhance the overall efficiency of services[1]. The following are key findings from the performance evaluation:

- 1- **Individual Performance Assessment:** The evaluation revealed variations in the performance of health staff members. Some individuals consistently demonstrated high levels of competence, efficiency, and patient-centered care, contributing significantly to service efficiency[14]. These individuals effectively utilized resources, followed protocols and guidelines, and demonstrated excellent communication and teamwork skills.
- 2- **Areas of Strength:** The evaluation identified several areas of strength among health staff members. These included clinical expertise, technical skills, professionalism, empathy, and patient engagement[10]. Staff members who excelled in these areas positively impacted service efficiency by delivering timely and effective care, ensuring patient satisfaction, and optimizing resource utilization.

- 3- Areas for Improvement: The evaluation also highlighted areas where health staff members could improve their performance to enhance service efficiency. These areas included communication and collaboration, adherence to protocols and guidelines, time management, and continuous professional development[14]. Addressing these areas for improvement can lead to streamlined workflows, reduced errors, improved patient outcomes, and enhanced resource allocation.
- 4- Team Performance Assessment: The evaluation revealed the importance of teamwork and its impact on service efficiency. Health staff members who demonstrated effective teamwork and collaboration within interdisciplinary teams achieved better outcomes and improved service efficiency[10]. These teams effectively coordinated care shared information, and supported each other, resulting in reduced delays, improved communication, and enhanced patient experiences.
- 5- Training and Development Needs: The evaluation identified specific training and development needs among health staff members. These needs encompassed areas such as communication skills, leadership development, clinical updates, and the utilization of new technologies[5]. Providing targeted training programs and opportunities for professional growth can equip staff members with the necessary skills to enhance their performance and contribute to service efficiency.
- 6- Performance Recognition and Rewards: Recognizing and rewarding high-performing health staff members were found to be crucial for motivating and sustaining their performance. Acknowledging their contributions and providing incentives can foster a culture of excellence, encourage continuous improvement, and reinforce the connection between individual performance and service efficiency[11].
- 7- Feedback and Performance Improvement Plans: The evaluation highlighted the significance of feedback mechanisms and performance improvement plans. Regular feedback sessions and performance discussions can help health staff members understand their strengths, and areas for improvement, and align their goals with organizational objectives. Performance improvement plans can provide targeted support, resources, and mentoring to enable staff members to enhance their performance and contribute to service efficiency[10].

By analyzing the performance evaluation results, healthcare organizations can develop targeted strategies and interventions to optimize the performance of health staff and improve service efficiency. These strategies may include additional training programs, professional development opportunities, enhancing communication and collaboration processes, and implementing performance recognition systems. Continuous evaluation and ongoing support are vital to sustain performance improvements and ensure the

consistent delivery of high-quality, efficient healthcare services.

4. RECOMMENDATIONS FOR IMPROVEMENT

Based on the evaluation of health staff performance and its impact on service efficiency, the following recommendations can be made to enhance the overall performance and efficiency of healthcare services:

- Provide Targeted Training and Development: Identify the specific training and development needs of health staff members based on the evaluation results. Offer targeted training programs and opportunities for professional growth to address areas of improvement[9]. This can include communication skills training, leadership development workshops, clinical updates, and technological advancements. Investing in staff development enhances their knowledge and skills, leading to improved performance and service efficiency.
- Foster a Culture of Continuous Improvement: Establish a culture that promotes continuous improvement and learning. Encourage health staff members to actively engage in self-assessment and self-reflection to identify areas for personal and professional growth. Implement mechanisms such as regular performance feedback sessions, case discussions, and peer reviews to facilitate ongoing learning and improvement[9]. Encourage staff to share best practices and success stories to foster a collaborative environment.
- Enhance Communication and Collaboration: Strengthen communication and collaboration among health staff members to streamline workflows and improve service efficiency. Implement effective communication channels, such as regular team meetings, electronic communication tools, and standardized handover processes, to ensure the timely exchange of information. Foster interdisciplinary teamwork and encourage open communication to enhance coordination and improve patient outcomes[11].
- Establish Performance Goals and Incentives: Set clear performance goals aligned with organizational objectives and link them to service efficiency. Establish performance indicators that can be measured and tracked regularly. Recognize and reward high-performing staff members to motivate and sustain their performance. Consider implementing performance-based incentives and rewards systems to reinforce the connection between individual performance and service efficiency[13].
- Promote Accountability and Quality Improvement: Hold health staff members accountable for their performance by establishing mechanisms for monitoring and evaluating their progress. Implement quality improvement initiatives, such as clinical audits, root cause analysis, and performance dashboards, to identify areas for improvement and track progress over time[13]. Encourage staff participation in quality improvement

projects and support their involvement in research and evidence-based practice.

- **Optimize Resource Allocation:** Utilize the evaluation findings to optimize resource allocation and improve operational efficiency. Identify areas where resources can be better utilized, such as optimizing staffing levels, streamlining supply chain processes, and implementing technology solutions for administrative tasks. Ensure that health staff members have access to the necessary tools, equipment, and support systems to perform their roles effectively.
- **Foster a Positive Work Environment:** Create a positive work environment that values and supports health staff members. Foster a culture of respect, teamwork, and collaboration. Encourage open and constructive communication, and provide opportunities for staff to voice their concerns and provide feedback[14]. Promote work-life balance initiatives and well-being programs to reduce burnout and enhance job satisfaction.

By implementing these recommendations, healthcare organizations can create an environment that supports the continuous improvement of health staff performance and enhances the overall efficiency of services. Regular evaluation, feedback, and targeted interventions will contribute to a culture of excellence and ensure the consistent delivery of high-quality healthcare services.

5. IMPLEMENTATION PLAN

To effectively implement the recommendations for evaluating the performance of health staff and improving the efficiency of services, a well-structured implementation plan is essential. The following steps can guide the implementation process[12]:

Define Objectives and Priorities: Clearly define the objectives of the implementation plan, focusing on evaluating health staff performance and enhancing service efficiency. Identify the priorities based on the evaluation findings and the organization's strategic goals.

Establish a Project Team: Form a project team that includes representatives from different departments, including human resources, quality improvement, and clinical leadership. This team will be responsible for overseeing and coordinating the implementation process.

Develop a Timeline and Milestones: Create a timeline with specific milestones to track progress and ensure timely implementation. Set realistic deadlines for each stage of the plan, allowing sufficient time for training, communication, and data collection.

Communicate the Plan: Develop a comprehensive communication strategy to ensure that all stakeholders, including health staff members, are aware of the objectives and implementation plan. Communicate the purpose, benefits, and expected outcomes of the performance evaluation and efficiency improvement initiatives[13]. Address any concerns and provide opportunities for feedback and clarification.

Provide Training and Resources: Identify the training and resources required to support the implementation plan. Develop or source appropriate training programs, materials, and tools to address the specific needs identified in the evaluation. Ensure that staff members have access to necessary resources, such as technology, data systems, and performance measurement tools.

Implement Performance Evaluation Processes: Establish standardized performance evaluation processes aligned with the evaluation methods recommended in the earlier sections. Develop evaluation tools, performance metrics, and feedback mechanisms to assess health staff performance and measure its impact on service efficiency. Train supervisors and evaluators on the proper use of evaluation tools and processes.

Develop Performance Improvement Initiatives: Based on the evaluation findings, develop targeted performance improvement initiatives. These may include training programs, mentoring, performance feedback sessions, and quality improvement projects. Set performance goals, indicators, and timelines to guide staff members' improvement efforts.

Monitor and Evaluate Progress: Regularly monitor and evaluate the progress of the implementation plan. Track key performance indicators, collect feedback from staff members and stakeholders, and assess the impact of the performance evaluation and improvement initiatives on service efficiency[4]. Make necessary adjustments to the plan based on the evaluation results.

Recognize and Reward Performance: Establish a recognition and rewards system to acknowledge and celebrate high-performing health staff members. Recognize individuals or teams who have demonstrated exceptional performance and made significant contributions to service efficiency. This recognition can further motivate staff members and reinforce the importance of their role in improving service efficiency.

Continuous Improvement: Maintain a culture of continuous improvement by regularly reviewing and refining the performance evaluation processes and efficiency improvement initiatives. Seek feedback from staff members, patients, and other stakeholders to identify areas for further improvement. Continuously update training programs and resources to address emerging needs and technological advancements.

By following this implementation plan, healthcare organizations can effectively evaluate the performance of health staff and improve the efficiency of services. Continuous monitoring, feedback, and adjustments will ensure the sustainability and ongoing success of the performance evaluation and improvement initiatives.

6. OPTIMIZE RESOURCE ALLOCATION

Evaluating the performance of health staff plays a crucial role in optimizing resource allocation within healthcare organizations. By assessing the performance of individual staff members and teams, organizations can make informed decisions regarding resource allocation to improve service efficiency. Here are the key ways in which evaluating health

staff performance contributes to optimizing resource allocation[7]:

Staffing Levels: Performance evaluations provide insights into the workload and efficiency of health staff members. By evaluating their productivity and performance indicators, organizations can determine the appropriate staffing levels required to meet patient demand. This ensures that resources, such as personnel and time, are allocated efficiently, preventing understaffing or overstaffing situations.

Skill Mix: Evaluating health staff performance helps identify the unique skills and capabilities of individual staff members. By assessing their competencies, organizations can strategically allocate staff with specialized skills to areas where they are most needed[3]. This optimization of the skill mix ensures that resources are utilized effectively, allowing staff to work to their full potential and provide high-quality care.

Task Allocation: Performance evaluations aid in identifying the strengths and weaknesses of health staff members regarding specific tasks and responsibilities. By understanding their capabilities, organizations can allocate tasks in a way that maximizes efficiency. Assigning tasks according to staff members' skills and expertise ensures that resources are utilized optimally and minimizes time wasted on tasks that could be better performed by others.

Workflow Streamlining: Evaluating health staff performance helps identify bottlenecks and inefficiencies in workflow processes. By analyzing performance data and feedback, organizations can identify areas where workflow can be streamlined and optimized. This may involve identifying unnecessary steps, reducing duplication of efforts, or implementing technology solutions to automate certain processes. Streamlining workflows ensures that resources, including staff time and equipment, are utilized efficiently[9].

Training and Development: Performance evaluations identify areas where health staff members may require additional training and development. By addressing these gaps through targeted training programs, organizations can enhance the skill sets of their staff. This improves their performance and enables them to utilize resources more efficiently. Well-trained staff members can work more effectively, reducing errors and delays, and ultimately optimizing resource utilization.

Performance Recognition and Incentives: Evaluating health staff performance allows organizations to recognize and reward high-performing individuals or teams. By implementing performance recognition programs and incentives, organizations motivate staff to perform at their best and contribute to service efficiency[12]. Recognizing and rewarding excellence encourages staff members to utilize resources efficiently, as they understand the connection between their performance and organizational goals.

Resource Planning and Investment: Performance evaluations provide valuable data and insights that inform resource planning and investment decisions. By analyzing performance data, organizations can identify areas where additional resources may be needed to improve efficiency[5]. This could involve investing in new technology, equipment, or

infrastructure, or reallocating resources to address specific performance gaps. Strategic resource planning ensures that resources are allocated in a manner that supports and enhances the performance of health staff, leading to improved efficiency.

Evaluating the performance of health staff is instrumental in optimizing resource allocation within healthcare organizations. By considering staffing levels, skill mix, task allocation, workflow streamlining, training and development, performance recognition, and resource planning, organizations can ensure that resources are allocated efficiently to improve service efficiency. The effective utilization of resources not only enhances the overall performance of health staff but also contributes to the delivery of high-quality and cost-effective healthcare services.

7. ENHANCE SERVICE QUALITY

Evaluating the performance of health staff not only improves service efficiency but also plays a significant role in enhancing service quality within healthcare organizations[6]. By assessing the performance of individual staff members and teams, organizations can identify areas for improvement and implement strategies to deliver high-quality care. Here are the key ways in which evaluating health staff performance contributes to enhancing service quality[3]:

- Identifying Performance Gaps: Performance evaluations help identify performance gaps among health staff members. By assessing their knowledge, skills, and adherence to quality standards, organizations can identify areas that need improvement. This includes identifying gaps in clinical knowledge, communication skills, patient engagement, and adherence to protocols and guidelines. Addressing these gaps through targeted training and performance improvement initiatives ensures that staff members deliver high-quality care.
- Quality Improvement Initiatives: Performance evaluations drive quality improvement initiatives within healthcare organizations. By identifying areas for improvement, organizations can develop targeted interventions to enhance service quality. This may involve implementing evidence-based practices, standardizing processes, and monitoring outcomes to ensure consistent and high-quality care. Performance evaluations serve as a catalyst for ongoing quality improvement efforts.
- Patient-Centered Care: Evaluating health staff performance helps promote patient-centered care. By incorporating patient feedback into performance evaluations, organizations can understand the patient's perspective and identify opportunities to enhance the patient experience[2]. This includes improving communication, addressing patient concerns, and ensuring that care is delivered with empathy, dignity, and respect. Patient-centered care is a cornerstone of service quality and is essential for achieving positive health outcomes.
- Compliance with Standards and Guidelines: Performance evaluations assess the extent to which health staff

members comply with quality standards, protocols, and guidelines. By ensuring adherence to these standards, organizations can provide care that meets established benchmarks for quality and safety. Evaluations highlight areas where staff members may need additional training or support to meet these standards, leading to improved service quality.

- **Team Collaboration and Communication:** Evaluations assess the collaboration and communication skills of health staff members. Effective teamwork and communication are vital for delivering high-quality care[9]. By identifying areas where collaboration and communication can be enhanced, organizations can foster a culture of teamwork and improve interprofessional collaboration. This, in turn, contributes to better coordination of care and enhanced service quality.
- **Continuous Professional Development:** Performance evaluations provide opportunities for continuous professional development. By identifying individual learning needs and offering targeted training and development programs, organizations support staff members in staying updated with the latest evidence-based practices and advancements in their field. Continuous professional development enhances the knowledge and skills of health staff members, enabling them to provide high-quality care.
- **Outcome Monitoring:** Performance evaluations often include monitoring of clinical outcomes and quality indicators. By tracking and analyzing these outcomes, organizations can identify trends and areas for improvement. Evaluations provide data to measure the impact of interventions and initiatives aimed at enhancing service quality. This data-driven approach enables organizations to make informed decisions and continuously improve the quality of care provided[10].

Evaluating the performance of health staff is integral to enhancing service quality within healthcare organizations. By identifying performance gaps, driving quality improvement initiatives, promoting patient-centered care, ensuring compliance with standards and guidelines, fostering team collaboration and communication, supporting continuous professional development, and monitoring outcomes, organizations can deliver care of the highest quality. Evaluations serve as a mechanism for continuous improvement and enable organizations to provide safe, effective, and patient-centered care to improve health outcomes and patient satisfaction.

8. CONCLUSION

The evaluation of health staff performance and its role in improving the efficiency of services is a critical aspect of healthcare organizations' efforts to provide high-quality, patient-centered care. Through the implementation of various evaluation methods, such as performance metrics, feedback

mechanisms, self-assessment, peer review, 360-degree feedback, and goal setting, healthcare organizations can gain valuable insights into individual and team performance.

The evaluation process helps identify areas of strength and areas for improvement among health staff members. It highlights the importance of effective communication, collaboration, adherence to protocols and guidelines, continuous professional development, and patient engagement in enhancing service efficiency. By recognizing and addressing these areas, healthcare organizations can optimize resource allocation, streamline workflows, reduce errors, and improve patient outcomes.

The recommendations for improvement, including targeted training and development, fostering a culture of continuous improvement, enhancing communication and collaboration, establishing performance goals and incentives, promoting accountability and quality improvement, and creating a positive work environment, provide a roadmap for organizations to enhance health staff performance and service efficiency.

The successful implementation of these recommendations requires a well-structured implementation plan that includes defining objectives, establishing a project team, developing a timeline, communicating the plan, providing necessary training and resources, implementing performance evaluation processes, developing performance improvement initiatives, monitoring progress, recognizing and rewarding performance, and emphasizing continuous improvement.

By consistently evaluating the performance of health staff and implementing strategies to enhance service efficiency, healthcare organizations can deliver high-quality care, improve patient experiences, and optimize resource utilization. Ultimately, this leads to improved health outcomes, increased patient satisfaction, and the provision of efficient and effective healthcare services.

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