



Clinical And Non-Clinical Performance Indicators: Perception Analysis Of Healthcare Professionals From Western Part Of Romania

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Abstract: *The measurement of performance in healthcare organizations is a fundamental component of governance, accountability and quality improvement. This study analyzes the perception of healthcare professionals regarding the utility of clinical and non-clinical performance indicators in medical organizations located in the Western Region of Romania. The research is based on a quantitative survey administered to a sample of 178 physicians from both public and private healthcare units. The conceptual framework structures performance into five dimensions: clinical, operational non-clinical, financial, social and environmental.*

• Introduction

Healthcare systems worldwide are under increasing pressure to demonstrate quality, efficiency, accountability and sustainability. Performance measurement has therefore become central to modern healthcare governance. The influential Donabedian framework established the foundational triad of structure-process-outcome, which continues to underpin quality assessment models globally.

• Material and method

The study combines exploratory and descriptive-explanatory quantitative research. Data were collected via an online questionnaire distributed to physicians in the Western Region of Romania between November 2024 and March 2025. The final sample included 178 valid responses.

The following statistical tests were used:

- Cochran's Q test
- McNemar test
- Independent samples t-test
- Levene test

These methods allowed comparison across institutional type (public vs. private) and managerial position (leadership vs. non-leadership).

• Results and discussions

The study reveals a strongly outcome-oriented professional culture in Western Romania. Physicians prioritize mortality, recovery and safety indicators over operational efficiency or environmental sustainability.

Private sector respondents rated financial and selected clinical indicators significantly higher than public sector respondents, reflecting governance differences between institutional models. The limited emphasis on environmental indicators suggests that sustainability integration into healthcare governance remains underdeveloped locally, despite international momentum.

Overall, the results indicate partial alignment with international frameworks (OECD, WHO, IOM) but insufficient integration across all performance dimensions.

• Conclusions

This study demonstrates that clinical performance dominates professional perception and outcome-based indicators are considered most useful.

As a consequence, healthcare governance reforms in Romania should:

- Develop integrated performance dashboards.
- Strengthen measurement institutionalization.
- Increase awareness of environmental sustainability in healthcare.
- Align national systems with OECD and WHO performance frameworks.

Future research should incorporate objective performance data and comparative regional analysis.

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