



## Study On Structure Of The Performance Concept In Healthcare Organizations

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**Abstract:** *Performance measurement in healthcare organizations has traditionally emphasized clinical outcomes, but contemporary practices increasingly advocate for a multidimensional perspective. Healthcare performance has traditionally been associated with clinical outcomes such as mortality, recovery rates and treatment effectiveness. This study contributes to a deeper understanding of how performance is operationalized in healthcare institutions, aligning both clinical and non-clinical dimensions.*

### • Introduction

Healthcare performance has traditionally been associated with clinical outcomes such as mortality, recovery rates and treatment effectiveness. However, contemporary literature emphasizes that performance is a multidimensional concept integrating operational, financial, social and environmental aspects. The Balanced Scorecard framework reinforces this perspective by promoting holistic evaluation systems

### • Material and method

The study is based on a quantitative survey conducted among 178 physicians in Western Romania. The questionnaire was structured around five dimensions: clinical, operational, financial, social and environmental performance, as identified in prior research. Data collection took place between November 2024 and March 2025 through an online platform. The sample includes respondents from both public and private healthcare institutions, enabling comparative analysis across organizational types.

### • Results and discussions

The findings confirm that healthcare performance remains predominantly clinically oriented, consistent with previous studies. However, financial indicators are gaining importance, particularly in private healthcare settings, reflecting increasing efficiency pressures and resource constraints.

The low importance assigned to environmental and social indicators highlights a significant gap in sustainability integration. This aligns with findings from prior research emphasizing the slow adoption of environmental performance metrics in healthcare systems

### • Conclusions

The results confirm the existence of significant gaps between perceived importance and actual measurement of performance indicators. Addressing these gaps requires the implementation of integrated performance frameworks, improved data systems and managerial training.

Policymakers and healthcare managers should promote multidimensional performance systems to enhance efficiency, sustainability and patient satisfaction in healthcare organizations.

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