

About the research

Defining high performance for health care providers is fraught with difficulty. Differing funding regimes and delivery models make international comparisons a significant challenge (see story).

However, an extensive survey of leaders in the Accenture Providers & Government Health operating group in North America, Europe and Asia has helped us isolate some key market trends. On the basis of these findings, we have developed an evaluation model that cross-references health outcomes (factors such as quality, access and satisfaction) with cost-effectiveness, and provides the basis for comparison and tracking over time. We are now pursuing a more extensive global study of high performers using this model.

Health systems that provide better patient outcomes (in terms of quality access and service) in a more cost-effective manner create value in this industry. Overall outcomes are a weighted basket of indicators. Cost-effectiveness is defined as annual expenditures plus depreciation, minus capital expenditures.

The Accenture Health Care Provider Value Model

