

A BUSINESS INTELLIGENCE SYSTEM FOR TRACING AND ANALYZING
HEALTHCARE PERFORMANCE MEASUREMENT BASED ON THE KPIS FROM
THE MINISTRY OF PUBLIC HEALTH OF THAILAND FROM 2013

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ABSTRACT

This thematic paper presents a business intelligence system for tracking and analyzing healthcare performance measurement based on the KPIs (key performance indicators) of the Ministry of Public Health of Thailand from 2013. Forty-three data source files from Metta Pracharak Hospital (Wat Rai Khing) and details of the 66 KPIs from the fiscal year 2013 of the Ministry of Public Health were used to design and generate reports regarding the KPIs. Forty-three data source files were used in reference to only 24 KPIs. The other KPIs need data source files from other organizations such as the National Cancer Institute, Provincial Public Health Office, Department of Disease Control, etc. The forty-three data source files from Metta Pracharak Hospital (Wat Rai Khing) could not be used in reference to the other KPIs because it is a hospital that specializes in eye treatment, so they do not have any data for other illnesses. To create reports, it is necessary to have example data, but the available data imported into this system was incomplete and did not encompass all of the KPIs. The 43 files still lack accuracy of data, data integrity and traceability. In the future, the forty-three data source files need to be updated for data collection and data transmission from the health center to the Provincial Public Health continuing on to the Ministry of Public Health. This will help to provide even more accurate information and will be beneficial to the health system in the future.

KEY WORDS: BUSINESS INTELLIGENCE/ KPI/ HEALTHCARE

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