

SBC Monitoring Guidance

Service Statistics

What Are Service Statistics?

Service statistics refers to a type of monitoring metric that can be collected to improve health systems and services. This is data often collected at health facilities, such as at hospitals or clinics. Service statistics include health service delivery data, such as client volume, referrals made and/or completed, services offered, uptake of health products and services, and provider skills and behaviors. Service statistics also include experiences with the health system, such as staff-patient ratio, wait times, client perceptions about quality of patient-provider interactions, and the cost of health care services.

Health service statistics can be collected and analyzed through both primary data collection/analysis and secondary data analysis. Primary data collection and analysis of service statistics can involve quantitative methods, qualitative methods, or both methods. Most often, primary data collection and analysis of service statistics is done through surveys or interviews, such as exit interviews. Some service statistics that can be collected from this method include patient satisfaction, length of time spent with provider, and wait time. Secondary data is information already collected for another purpose. For services statistics, this usually refers to quantitative data collected through existing health system infrastructures or records, such as de-identified patient records. Client volume, referrals made and/or completed, services offered, and uptake of medication are some service statistics that can be collected and analyzed through this method.

When Should You Use Service Statistics?

Service statistics are ideal when seeking to monitor an intervention or program embedded in a health system, whether in a hospital, clinic, or other health system organization. These statistics are especially useful when a program or intervention is specifically geared toward the health system, its staff or clients. The statistics are also useful when a program is expected to result in increased client flow to health facilities.





STRENGTHS

- Can combine multiple data collection methods to provide a more comprehensive picture of what is happening in the intervention and related health organization.
- Various service statistics can be collected from one location, like a hospital or clinic.
- Allows for trend analysis of relevant outcomes.



WEAKNESSES

- Can oftentimes miss in-depth information regarding societal, community, or family factors outside of the health system that might be relevant to the intervention or interest.
- When comparing across health organizations, databases can have different data that make it difficult to standardize.
- Quality of data can be a problem and inconsistent over time and across facilities.

Ethical Considerations

Service statistics include patient health records and information. If health records are de-identified, studies or monitoring of related programs is often exempt from regulations governing research with human subjects. However, if health records are not de-identified, it is essential to obtain consent from every participant. Furthermore, collecting and using patient generated data is ethically sound only if there is a clear purpose, the methodology helps achieve the purpose, and the costs (i.e., communal healthcare resources and potential risks and burdens imposed on participants) justify the overall societal benefits.

Resources

[10 Statistics Your Hospital Should Track](#)

A helpful list of daily, monthly, and annual service statistics prepared by Becker's Hospital Review that a hospital can track to increase efficiency as well as potentially improve interventions or programs.

[Health Statistics Websites](#)

A list of government, international organization, and professional association websites that contain health statistics from various health systems.

[Service Provision Assessment Overview](#)

The Service Provision Assessment is a health facility assessment that provides a service statistics related to a country's health service delivery. The Demographic and Health Surveys Program website offers both survey questionnaires as well as existing data that has been collected.