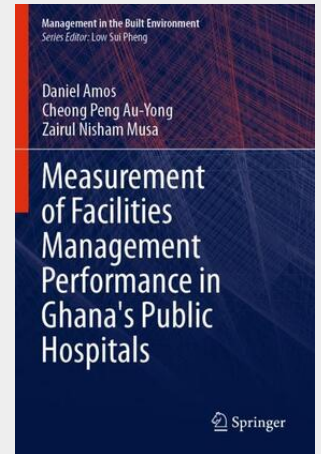


## Measurement of Facilities Management Performance in Ghana's Public Hospitals

This book presents the concept of healthcare facilities management performance measurement (HCFMPM) using Ghana as a case study. It set forth in-depth theoretical and empirical underpinnings of performance measurement concepts for hospital facilities services, with the view to demonstrate critical performance dimensions to improve FM contributions and added value to healthcare delivery. The research approach adopted is mixed method encompassing qualitative interviews in case study setting and a questionnaire survey of sampled hospitals in Ghana. The book presents a number of useful tables, graphs as well as a pedagogic illustration of statistical analysis which are useful in understanding the concepts under reference. It develops a structural equation model for performance measurement of FM services. The book is of relevance to healthcare managers, facilities management practitioners and academics towards measuring and improving FM performance in hospitals. Although the data used in the analysis is based on the case study country Ghana, the result is by extension useful to several developing countries faced with the challenge to improve FM services delivery in public hospitals as well as other facilities management sectors.



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