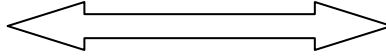


**Policy domain**

**Interaction  
between researchers  
and stakeholders**

**Research domain**

**Policy problem:**  
Lack of transparent  
information about the  
performance of health  
care providers



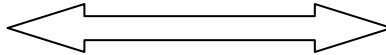
**Research question:**  
How to measure the  
performance of health  
care providers in a valid  
and reliable manner?



**Transformation:**  
*Determine scope and  
purpose of indicator  
development*



**Information needs  
of:**  
Consumers  
Health insurers  
Professionals  
Managers  
Patient organisations  
Inspectorate for health  
Policy makers

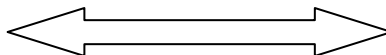


**Method:**  
Operationalise  
performance; construct  
and test measuring  
instruments

**Operationalisation:**  
*Input of stakeholders in  
operationalisation and  
instrument construction*



**Analyses and results:**  
Analysis of data about  
the performance of  
health care providers



**Presentation:**  
*Input of stakeholders in  
determining reporting  
formats*



**Reports:**  
Construction of reports  
aimed at consumers,  
health insurers,  
professionals and other  
stakeholders