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Speaker	Presentation No	Paper#	Speaker	Presentation No	Paper#
Abolfazl Keshvari	1	290	Valentin Zelenyuk	2	22
Gokulananda Patel	3	150	Ali Ebrahimnejad	4	81
Zulkufly Ramly	5	123	Azmah Othman	6	233
Abdel Latef Anouze	7	69	Shahsuzan Zakaria	8	78
Dong Liang	9	315	Ana Camanho	10	97
Amar Oukil	11	228	Arif Watto	12	59
Nur Azlina Abd Aziz	13	147	Sonia Valeria Aviles-Sacoto	14	25
Wan Rohaida Wan Husain	15	332	Sourour Ramzi	16	67
Ting Yu Zhou	17	125	Agathe Stenger	18	162
Mark Tapar	19	55	Valter Boljuncic	20	230
Dariush Khezrimotlagh	21	246	Ehsan Momeni	22	259
Guo-liang Yang	23	77	Konstantinos Triantis	24	115
Song Han	25	189	Wenbin Liu	26	229
Luka Neralic	27	24	Ming-Kuang Shyu	28	148
Ozlem Olgu Akdeniz	29	197	Shamaila Ishaq	30	48
Ana Maria Reyna Bernal	31	8	Ihsan Alp	32	249
Kok Fong See	33	262	Lei Chen	34	267
Forough Shadman	35	38	Ching Cheng Lu	36	144
Ali Alshayea	37	30	Zalina Zahid	38	310
Mad Ithnin Salleh	39	57	Rebecca Owusu	40	136
Ayhan Golcukcu	41	143	Dilini Hemachandra	42	177
Amin Mugeru	43	58	Sun Shinn	44	151
Kazim Baris Atici	45	161	Subhash Ray	46	79

Speaker	Presentation No	Paper#	Speaker	Presentation No	Paper#
Vladimir E. Krivonozhko	47	88	Francisco Vargas Serrano	48	119
Hirofumi Fukuyama	49	130	Necmi Avkiran	50	237
Sheng Ang	51	244	Hung Nguyen Viet	52	117
Mei-ying Huang	53	139	Sunil Kumar	54	172
Abul Hassan	55	204	Amin Mirzapour	56	110
Shiyi Chen	57	252	Rossazana Ab Rahim	58	26
Behrouz Arabi	59	327	Giannis Karagiannis	60	157
David Mayston	61	19	Moira Scerri	62	42
Antonio Peyrache	63	86	Dipyaman Pal	64	165
Jacinta Kanini Lemba	65	232	Gazi Md Nurul Islam	66	308
Manoj Rajakaruna Mudalige	67	90	Sahubar Ali Mohamed Nadhar Kh	68	255
Joshua Ignatius	69	302	Ming-Miin Yu	70	46
Sanjeet Singh	71	83	Tsu-Tan Fu	72	140
Jehan Saleh Ahmed	73	236	Alireza Fallahpour	74	271
Mozhgan Mansouri Kaleibar	75	89	Hazriah Hasan	76	199
Md. Azizul Baten Baten	77	264	Minh Hanh Le	78	34
Shu-Chin Huang	79	62	Mohammad Ali Nasser Jahromi	80	12
Laure Latruffe	81	137	Luke Nsugnana-ang Abatania	82	243
Mohammad Khoveyni	83	60	Arpita Ghose	84	171
Ahmad Battal	85	109	Sandeep Kumar Mogha	86	40
Md. Abul Kalam Azad	87	56	Ole-Petter Kordahl	88	135
Mani Yogeswari	89	206	Lu Ming-Xiang	90	258
Abdullahi Iliyasu	91	289	Engku Elini Engku Ariff	92	64

Speaker	Presentation No	Paper#	Speaker	Presentation	Paper#
Jaber Alyami	93	231	Presenter:	94	329
Jeronimo G. R. Monteiro	95	205	Yasser Jafari	96	279
Victor Podinovski	97	49	Vsevolod Petrushchenko	98	85
Emine Demet Mecit	99	94	Fekri Ali Shawtari	100	23
Moussa Larbani	101	253	Shazida Jan Mohd Khan	102	50
Sebastian Lozano	103	9	Mohsen Afsharian	104	142
Siti Nurzahira Che Tahrim	105	226	Dhimant Ganatra	106	322
Nurhan Davutyan	107	72	Maria Isabel Pedro	108	181
Norbaizura Kamarudin	109	293	Charlotte Pointon	110	51
Minzhe Du	111	96	Jiyoung Kong	112	164
Chandrima Chakraborty	113	167	Maria Portela	114	250
Varun Mahajan	115	53	Tomas Balezentis	116	15
Francisco Daladier Marques Juni	117	251	Olajide Abraham Ajao	118	316
Yann Desjeux	119	71	Alireza Hajihosseini	120	113
Reza Kia	121	195	Walter Briec	122	280
Vladimir E. Krivonozhko	123	87	John Watson	124	116
Hasan Bal	125	191	Plinio Oliveira	126	20
Susila Munisamy	127	330	Noor Asiah Ramli	128	126
Ning Zhu	129	14	Indra Widiarto	130	328
Sadia Farooq	131	47	Cesar L. Navarro-Chávez	132	127
Muhammad Asraf Abdullah	133	145	Parviz Mohsenpour	134	247
Barbara T.H. Yen	135	266	Ruzanita Mat Rani	136	282
Kamil Çelik	137	299	Yanmin Shao	138	84

Speaker	Presentation No	Paper#	Speaker	Presentation No	Paper#
Yahuza Kassim	139	138	Robabeh Eslami	140	61
Razamin Ramli	141	256	Somayeh Shafaghizadeh	142	294
Adel Hatamimarbini	143	169	Sangmok Kang Kang	144	118
Luiza Badin	145	180	Hilal Atasoy	146	260
Isabel Horta	147	99	Patcharaporn Neammanee	148	296
Deepankar Sinha	149	300	Nyankomo Marwa	150	324
Carolyn Thi Thanh Dung Tran	151	80	Nabil Channouf	152	269
Sallahuddin Hassan	153	272	Md. Abul Kalam Azad	154	93
Erhan Berk	155	184	Carlos Ernani Fries	156	182
Lawrence Lan	157	238	Kasypi Mokhtar	158	261
Jeronimo G. R. Monteiro	159	27	Wan Anisabanum Salleh	160	242
Anastasia Klimova	161	305	Tommi Kauppinen	162	82
Hasan Bal	163	98	Rosmiza Rosly	164	131
Halida Mohd Noor	165	292	Qing Li	166	298
Fauzi Zainir	167	129			

Presentation No	Paper#	Speaker
114	250	Maria Portela

Title:**Benchmarking Portuguese Hospitals through a web based Platform (HOBE)****Authors:**

Maria Portela, Ana Camanho, Sofia Silva, Diogo Almeida, Ricardo Castro and Luiz Lopes

Track: Hospital and Health care**Date Time:** SESSION 5 (Parallel) Thursday April 17th 9:00-10:30**Room, Chair:** (30) IPS Auditorium, Chairman: Maria Portela

Abstract: In a context of international economic crisis the increased efficiency and productivity of public services is seen as a way to maintain quality levels at reduced costs. Increased productivity can be achieved through benchmarking exercises, where a set of key performance indicators (KPIs) are compared between production units. This paper describes a benchmarking platform called HOBE, which compares public hospitals in Portugal. This platform allows hospitals to have on-line access to a set of indicators based on which each hospital can be compared with its peers (the comparative set of hospitals can be customized). The platform allows benchmarking from a managerial perspective where cost and volume indicators (each subdivided into resources and outputs) are available and can be computed for each service of the hospital. The platform allows the benchmarking between services on individual indicators and also on aggregate indicators. Aggregate service indicators are constructed based on Data Envelopment Analysis (DEA) cost models and allow the consideration of trade-offs between outputs (something that individual indicators cannot deal with). Aggregate hospital efficiency is also addressed, where we propose a model to aggregate the performance of a set of hospital services into a single performance measure at the hospital level. Some results are presented for the trial years of 2008 and 2009, for which data is publicly available.