

醫療決策支援模式之研究:以台灣健保系統為例

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摘要

醫療決策支援系統對於現代醫療體系管理是一個重要問題。因為醫院大型化與醫療成本逐漸上升，加上醫療健康保險制度的實施，使得醫療系統日益複雜。因此，如何兼顧民眾滿意度、提升醫院經營效率與醫療品質、改善政府醫療政策的績效，變成一個社會重大議題。例如，台灣從1995年開始實施健保制度以來，至2004年為止99%的民眾都已加入全民健保體系；然而健保局虧損連連，政府保費訂價不斷提高，醫療品質降低，民眾怨聲載道；醫院體系反彈聲浪亦大；各種弊病不斷衍生。其實全民健保機制是一個動態且複雜問題。本研究以系統動態學嘗試建構台灣全民健保系統之決策支援模式，以解釋其系統行為；並進行相關政策模擬，提出具體政策建議。

關鍵詞：醫療決策支援系統；醫務管理；全民健保；策略管理；系統動態學

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