

Welcome

to the inaugural issue of Health Services & Outcomes Research (HSOR)'s newsletter. Aim of this newsletter is to update our stakeholders on the activities undertaken, which enable NHG to arrive at more **informed, cost-effective, timely and efficacious** healthcare decisions. Each month we will showcase a particular aspect of research, and share results of major projects.

H **health services research (HSR)** is "a multidisciplinary field of scientific investigation that studies how social factors, financing systems, organisational structures and processes, health technologies, and personal behaviors affect access to health care, the quality and cost of health care, and ultimately our health and well-being. Its research domains are individuals, families, organisations, institutions, communities, and populations" (*AcademyHealth, 2000*).

The pragmatic intent of HSR is to inform decision and policy making.

HSOR provides the evidence behind your decisions. Established in Sep 2005, our portfolio and scope of work have grown considerably. We currently undertake numerous projects within each institution, across NHG, as well as across the clusters, engaging both SingHealth and the Ministry in projects often concerned with longer-term decision-making.



Our multidisciplinary team comprises a group of unique individuals from diverse backgrounds (medicine, nursing, physiotherapy, public health, epidemiology, biostatistics, informatics, mathematics, operations research, economics, psychology and social science). Our strength lies in our ability to synergize these expertise and work together effectively to achieve our goals.

Our Work

HSR is translational research integrating both research techniques with policy. HSOR is inherently user-driven, emphasising the needs of the stakeholders in generating new knowledge, and empowering clinicians and decision makers to make the most informed decisions possible. Our research which is current, timely and with a direct practical application, fall into one or more domains:

- Health services and business planning
- Decision science (including operations research, predictive analytics, geographical information science, comparative effectiveness studies)
- Medical informatics
- Secondary research (systematic reviews and health technology assessment)
- Evaluation research
- Surveys

Coming up next, **Health Technology Assessment (HTA)**. Findings from a recent study will be featured.

HSOR's working principles

1. Who is the owner, who is the user?
2. What is the question? What is the intended action (so what)?
3. Evaluation is not an option, but a requirement
4. Approach is collaborative, multi- and interdisciplinary
5. Pre-planned collaboration and engagement from outset
6. Rigorous research designs, methodologies, data collection, statistical analysis
7. Data is costly
8. Research outputs need to be accurate, objective, neutral
9. Synthesis of evidence must be clear, simple, concise
10. To be translatable, the evidence must be actionable and

F feasible
A appropriate
M meaningful
E effective