



Taking action to
improve health for all



Key Performance Indicators for Organizational Performance of Physiotherapy Primary Healthcare Organizations

A Scoping Review

#EHMA2025

Introduction

- Dutch physiotherapy practices struggle with **maintaining high-quality and profitability**
- Organizational performance includes KPIs for both **healthcare quality** (*non-financial*) and **business performance** (*financial*)

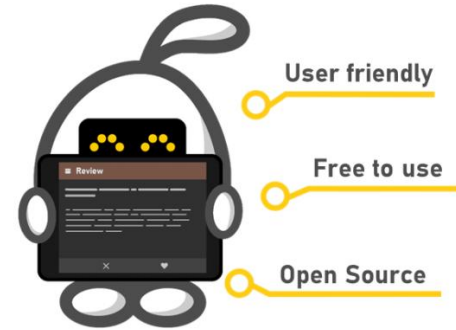




“To identify which KPIs can be used to measure organizational performance in physiotherapy practices”

Methods

- Scoping review (1)
- Study selection using an AI-tool (**AS Review Lab**) (2)
- Qualitative content analyses (3)
- Expert validation (4)

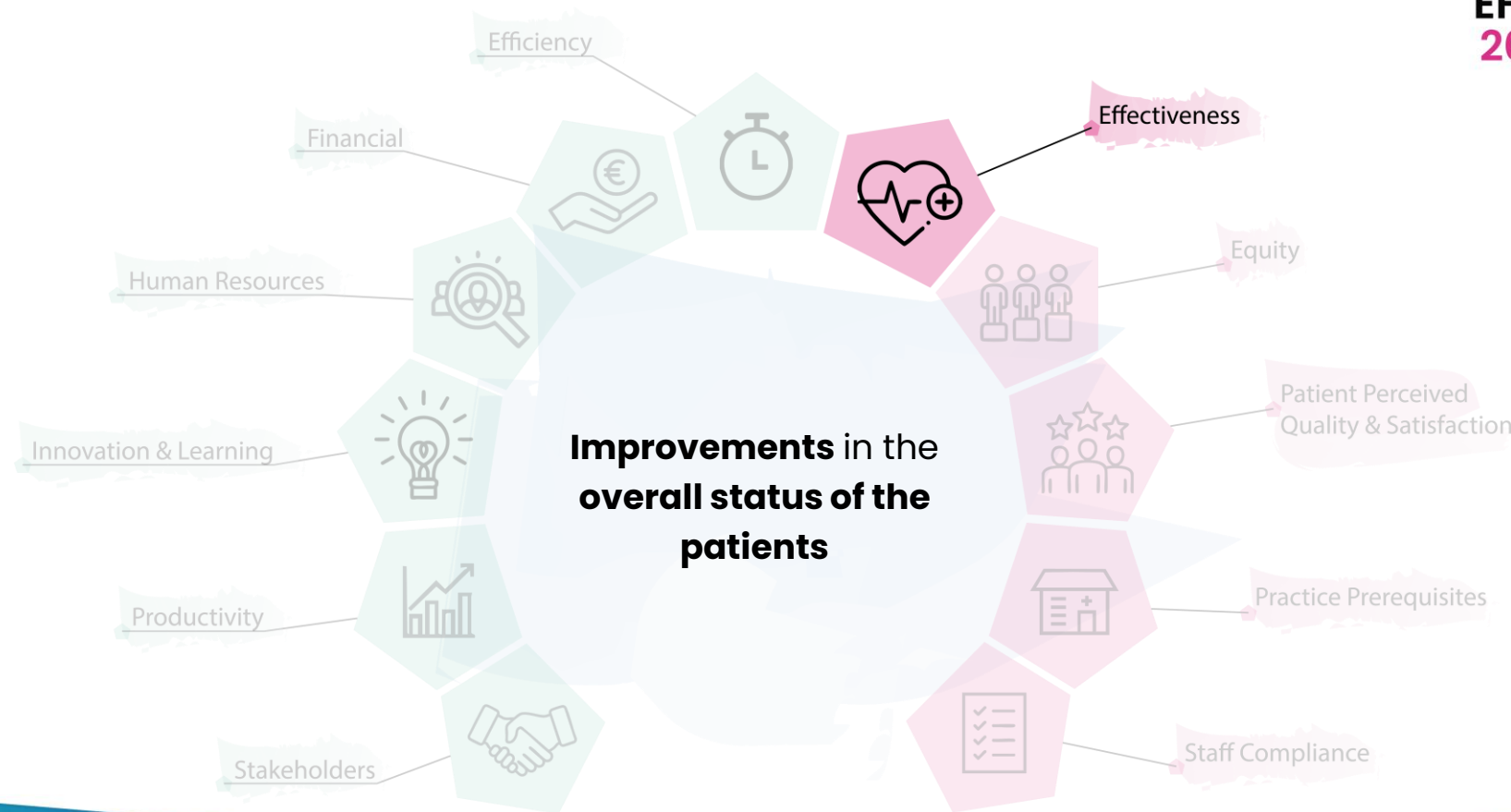


ASReview LAB

Software for open and transparent
systematic reviewing









Discussion

Absolute necessity

a balanced approach
between **business
performance** and
healthcare quality



THANK YOU



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