

BPR critical success factors

Adequate financial resources

- Increase in hospital's income
- The required financial resources
- Efficient and effective financing system

Top management commitment and support

- To maintain the BPR reform
- To support the BPR reform
- To engage technical staff in decision making

Training needs

- Adequacy of staff knowledge on BPR
- Technical competency of staff to implement the BPR
- Adequacy of training staff received

Collaborative working environment

- A good working relationship among staffs
- Enough and competent technical and administration staff
- Opportunities to learn from successes and challenges

Flatter structure

- Staff involved in developing plans for improving quality
- The right team members were structured to process the reform
- Clear channel of communication in place

Information technology

- Functioning computers in place for IT
- Enough internet access
- Easy and time-efficient reporting systems

Adapted from^{12 16 20 21 22 38}