**Appendix-1 Preliminary performance measurement system**

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| First-Level Index | Second-Level Index | Third-Level Index |
| Essential requirement | Appearance of the office | Naming |
| Facilities and equipment |
| Office size |
| Interior layout |
| Construction of information system | Regional healthcare information system |
| Intelligent device |
| Team building | Staffing |
| Mode of operation |
| Capacity building of team |
| Culture building of team |
| Sources of funding | Government input |
| [Investment in social capital](https://onlinelibrary.wiley.com/doi/abs/10.1111/j.1728-4457.1999.00001.x) |
| Health service | Basic health care | General medical services |
| Emergency medical services | Emergency medical services |
| Contract service of family doctor | Health education and advisory services |
| Health management service |
| Priority appointment service |
| Two-way referral service |
| Pharmaceutical delivery |
| Public provisioning of health services | Public provisioning of health services |
| [Collaborative community-based](https://linkspringer.fenshishang.com/article/10.1186/1752-4458-3-27) services | Collaboration with resident council |
| Quality assessment | Quality of service | Effective contract rate |
| Compliance rate |
| Rate contract renewal |
| Contract rate for key populations |
| Rate of hypertension control |
| Rate of diabetes control |
| Satisfaction | Satisfaction of medical staff |
| Client satisfaction |
| Income | Income from basic health care |
| Income from contract service |