



Abbreviated name	Service utilization
Indicator name	Service utilization
Domain	Health systems
Subdomain	HSS
Associated terms	Access
Definition	Number of outpatient department visits per person per year.
Numerator	Total number of outpatient department visits per year.
Denominator	Total population.
Disaggregation/ additional dimension	Age, place of residence, sex <i>Also: hospital (inpatient) admissions per 100 population per year</i>
Method of measurement	
Method of estimation	Requires complete and reliable recording and reporting of the number of outpatient department visits by public and private facilities. Recall in population surveys can also be used.
Measurement frequency	
Monitoring and evaluation framework	Output
Preferred data sources	Routine facility information systems, population-based health surveys
Other possible data sources	
Further information and related links	Monitoring the building blocks of health systems: a handbook of indicators and their measurement strategies. Geneva: World Health Organization; 2010 (http://www.who.int/healthinfo/systems/WHO_MBHSS_2010_full_web.pdf?ua=1 , accessed 29 March 2015).